

# **JOINT APPENDIX OF EVIDENCE PART 2 EXHIBITS 5 - 6.2**

# EXHIBIT 5



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
415 SAN VICENTE BLVD  
APT 9  
SANTA MONICA CA 90402-1739

## RONALD, your loans have been transferred to Nelnet for Total and Permanent Disability discharge review.

Based on your request for discharge of your loans due to Total and Permanent Disability, your loans listed below have been transferred to Nelnet, the U.S. Department of Education's appointed servicer that processes all requests for Total and Permanent Disability discharge.

You're not required to make any payments to Navient on these loans.

**For more information about the Total and Permanent Disability Discharge process**, please visit the U.S. Department of Education's website, [DisabilityDischarge.com](https://disabilitydischarge.com). If you would like to contact Nelnet for more information, give them a call at 888-303-7818, Monday through Sunday 8 a.m. to 8 p.m., ET.

### We're here to help you

We want to help you manage your account in a way that's convenient for you. If you have any questions about your request, visit us online at [Navient.com](https://navient.com) or give us a call.

#### Account number

██████████745 - 1

#### Date

09/12/22

#### Manage your account online

[Navient.com](https://navient.com)

#### Contact us

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m.

Friday, 8 a.m. – 8 p.m. Eastern

### Important disclosure(s)

#### Your loan servicer

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

### Loan Information

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ .00	5.250	SM

Para comunicarse en Español con 'Atención al Cliente',  
llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115518596\*



# EXHIBIT 6



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
4826 CLOVER CT  
PLAINFIELD IL 60586-8170

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 11/07/20.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

745 - 1

#### Date

09/09/20

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,

8 a.m. – 9 p.m.

Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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#### Important disclosure(s)

##### *Auto Pay suspension during forbearance/deferment*

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

##### *Borrower benefits/repayment incentives and forbearance*

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. If Navient owns

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115591890\*



your loan, you should anticipate loss of benefits. You can call us at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

*Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an Income-Driven Repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,424.11	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
4826 CLOVER CT  
PLAINFIELD IL 60586-8170

### **Example of Interest Calculations**

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$653** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,767.00*	\$11,767.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,365.00	\$12,236.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,420.00	\$12,420.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

\*9362273745115591889\*





## Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Here are some common repayment options which may reduce or postpone your Monthly Payments on FFELP loans. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone. Log into your online account or give us a call to discuss options that might be available to you.

**A note to Health Education Assistance Loan (HEAL) customers:** Not all the options listed below may be available to you. Please visit us online at [Navient.com](https://navient.com) or call us at 888-272-5543 for help.

### If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard (level):</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to reapply for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. <b>Parent PLUS loans are ineligible</b> for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.

### If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el número correspondiente.

\*9362273745115591888\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation will be required.

### Consolidating your loans

You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

#### *Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

## RONALD, we have federal repayment options that may help you.

Thank you for talking with us about staying on track with your federal student loans. As a follow-up, we want to make sure you know about other federal repayment options.

### What you can do

Check out the information below to learn about some common repayment options which may reduce or postpone your Monthly Payments. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone.

### If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard:</b> You pay the same amount every month.	This is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to reapply for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. Parent PLUS loans are ineligible for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more interest over time.
<b>Extended:</b> You pay less every month, but you pay over a longer period (up to 25 years).	Because the repayment period is longer, you'll pay more interest over time with this option. This plan is only available if your qualifying loan balance is more than \$30,000.

### Account Number

██████████745 - 1

### Date

12/07/20

### Manage your account online

[Navient.com](http://Navient.com)

### Contact us

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m. Eastern  
Friday, 8 a.m. – 8 p.m. Eastern

**Remember,** the more you can pay each month, the less you'll pay in interest over the life of your loans.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115582980\*



## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria is met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important Disclosure(s)

#### Capitalization of interest

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

## RONALD, your request for forbearance has been approved.

Your forbearance has been approved from 12/08/20 through 02/07/21 on the student loans listed below. While your loans are in a forbearance status, payments aren't required. This notice also confirms your agreement that you're willing, but temporarily unable to make payments due to financial hardship, and that you agree to repay your loans after this forbearance expires in accordance with the terms of your promissory note.

### What you need to know

If you have other delinquent federal loans serviced by Navient, forbearance will be applied to all eligible federal loans and you'll receive notification of the forbearance.

#### Retroactive Forbearance

If you received a retroactive forbearance, it temporarily postponed your payments on your loans listed below. You're responsible for the interest that accrued during your forbearance. This interest was capitalized (added to the principal balance of your loans) at certain intervals during and/or at the end of your forbearance, as allowed by your loan program and promissory note. As a result, you're now accruing interest on a higher principal balance.

When the forbearance was processed, it temporarily postponed payments during the designated forbearance period; however, it doesn't remove the accurate reporting of previous delinquencies, if any, to the consumer reporting agencies.

#### Future Forbearance

If you've been granted a future forbearance, it will temporarily postpone your payments on your loans listed below. You're responsible for the interest that will accrue during forbearance, and we encourage you to pay it as it accrues. If unpaid, this interest will be capitalized (added to the principal balance of your loans) at certain intervals during and/or at the end of your forbearance, as allowed by your loan program and promissory note. As a result, if you don't pay the interest as it accrues, once your forbearance expires, you'll be accruing interest on a higher principal balance.

#### Impact of capitalization

Capitalization is the addition of unpaid accrued interest to the principal balance of a loan. Depending on your loan program and promissory note, interest that accrues during forbearance may be capitalized as frequently as quarterly during the forbearance period and again at the end of this period. Unpaid Interest on FFELP Subsidized Stafford Loans disbursed on or after July 1, 2000 and FFELP Unsubsidized Stafford Loans disbursed on or after October 7, 1998 will capitalize only at the end of the forbearance period.

The principal balance of a loan increases when Unpaid Interest is capitalized. Interest then begins to accrue on the new, higher principal balance. As a result, more interest may accrue over the life of the loan, the Monthly Payment Amount may be higher and more payments

### Account number

745 - 1

### Date

12/07/20

### Manage your account online

[Navient.com](http://Navient.com)

### Contact us

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m.  
Friday, 8 a.m. – 8 p.m. Eastern

### Worried about making payments?

If staying on track with your student loan(s) becomes difficult, changing your repayment plan can make a big difference. Visit [StudentAid.gov](http://StudentAid.gov) to learn more.

Para comunicarse en Español con 'Atención al Cliente',  
llame gratis al (888) 272-5543, y marque el numero correspondiente.

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may be required.

To assist you, we're providing examples that show how capitalization of interest can impact the principal balance and the total interest paid over the life of a loan. You also can monitor and pay the Accrued Interest online by creating or logging in to your online account.

#### What you can do now

You may make payments during this forbearance or request that it be shortened or canceled at any time. To end the forbearance early, call our toll-free number or write to us at the address above. Your payment schedule will be sent to you shortly before you're required to begin repaying your loans. Please let us know if anything changes that could affect your status.

#### We're here to help

Visit us online or give us a call.

#### Important disclosure(s)

##### *Auto Pay suspension during forbearance/deferment*

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

##### *Borrower benefits/repayment incentives and forbearance*

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. If Navient owns your loan, you should anticipate loss of benefits. You can call us at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

##### *Your loan servicer*

The loans referenced in this letter are serviced by Navient Solutions, LLC (NMLS# 212430).

#### Loan Information

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,096.35	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$653** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,767.00*	\$11,767.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,365.00	\$12,236.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,420.00	\$12,420.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

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## Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Here are some common repayment options which may reduce or postpone your Monthly Payments on FFELP loans. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone. Log into your online account or give us a call to discuss options that might be available to you.

**A note to Health Education Assistance Loan (HEAL) customers:** Not all the options listed below may be available to you. Please visit us online at [Navient.com](https://navient.com) or call us at 888-272-5543 for help.

### If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard (level):</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to reapply for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. <b>Parent PLUS loans are ineligible</b> for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.

### If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el numero correspondiente.

\*9362273745115582981\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation will be required.

### Consolidating your loans

You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

#### *Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 04/07/21.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

██████████ 745 - 1

#### Date

12/08/20

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m.  
Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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#### Important disclosure(s)

##### Auto Pay suspension during forbearance/deferment

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

##### Borrower benefits/repayment incentives and forbearance

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. If Navient owns

Para comunicarse en Español con 'Atención al Cliente',  
llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115582899\*



your loan, you should anticipate loss of benefits. You can call us at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

*Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an Income-Driven Repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

*Your loan servicer*

The loans referenced in this letter are serviced by Navient Solutions, LLC (NMLS# 212430).

**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,096.35	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$653** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,767.00*	\$11,767.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,365.00	\$12,236.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,420.00	\$12,420.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

\*9362273745115582898\*





## Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Here are some common repayment options which may reduce or postpone your Monthly Payments on FFELP loans. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone. Log into your online account or give us a call to discuss options that might be available to you.

**A note to Health Education Assistance Loan (HEAL) customers:** Not all the options listed below may be available to you. Please visit us online at [Navient.com](https://navient.com) or call us at 888-272-5543 for help.

### If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard (level):</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to reapply for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. <b>Parent PLUS loans are ineligible for Income-Driven Repayment plans.</b>
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.

### If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el numero correspondiente.

\*9362273745115582897\*





## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation will be required.

### Consolidating your loans

You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

#### *Capitalization of interest*

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P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 07/07/21.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

745 - 1

#### Date

04/12/21

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m.  
Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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ID #: 480  
Important disclosure(s)

#### Auto Pay suspension during forbearance/deferment

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

#### Borrower benefits/repayment incentives and forbearance

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. If Navient owns

Para comunicarse en Español con 'Atención al Cliente',  
llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115570393\*



your loan, you should anticipate loss of benefits. You can call us at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

*Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an Income-Driven Repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

*Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,567.46	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$714** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,766.00*	\$11,766.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,360.00	\$12,360.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,480.00	\$12,480.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

### Important disclosure(s)

*Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

\*9362273745115570392\*



# Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Check out the information below to learn about some common repayment options which may reduce or postpone your Monthly Payments. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone.

## If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard:</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to recertify income and family size for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. Parent PLUS loans are ineligible for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.
<b>Extended:</b> You pay less every month but you pay over a longer period (up to 25 years).	Because the repayment period is longer you'll pay more interest over time with this option. This plan is only available if your qualifying loan is more than \$30,000.

## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el numero correspondiente.

\*9362273745115570391\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

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#### *Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 07/07/21.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

██████████745 - 1

#### Date

04/12/21

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,  
8 a.m. – 9 p.m.  
Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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#### Important disclosure(s)

##### *Auto Pay suspension during forbearance/deferment*

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

##### *Borrower benefits/repayment incentives and forbearance*

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. If Navient owns

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\*9362273745115570393\*



your loan, you should anticipate loss of benefits. You can call us at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

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*Your loan servicer*

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**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,567.46	5.250	SM





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WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$714** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,766.00*	\$11,766.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,360.00	\$12,360.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,480.00	\$12,480.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

### Important disclosure(s)

*Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

\*9362273745115570392\*



# Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Check out the information below to learn about some common repayment options which may reduce or postpone your Monthly Payments. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone.

## If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard:</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to recertify income and family size for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. Parent PLUS loans are ineligible for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.
<b>Extended:</b> You pay less every month but you pay over a longer period (up to 25 years).	Because the repayment period is longer you'll pay more interest over time with this option. This plan is only available if your qualifying loan is more than \$30,000.

## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el numero correspondiente.

\*9362273745115570391\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

#### *Capitalization of interest*

Unpaid Interest may be capitalized (added to your principal balance) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

#### *Your loan servicer*

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P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 12/07/21.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

745 - 1

#### Date

09/28/21

#### Manage your account online

[Navient.com](https://www.navient.com)

#### Phone number

888-272-5543

Monday – Thursday,

8 a.m. – 9 p.m.

Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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#### Important disclosure(s)

##### Auto Pay suspension during forbearance/deferment

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

##### Borrower benefits/repayment incentives and forbearance

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. You can call us

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115553494\*



at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

*Capitalization of interest*

Unpaid Interest may be capitalized (added to your Unpaid Principal) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

*Impact of Deferment or Forbearance on Loan Forgiveness*

Periods of deferment or forbearance are not typically eligible to be counted as qualifying payments toward Income Based Repayment (IBR) forgiveness for FFELP loans, with the exception of economic hardship deferment. Periods of economic hardship deferment are counted as qualifying payments toward IBR loan forgiveness. You may request that your deferment or forbearance be shortened by contacting us.

*Your loan servicer*

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**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 153,496.97	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$714** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

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Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,480.00	\$12,480.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

### Important disclosure(s)

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\*9362273745115553493\*



# Knowing your federal repayment options

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## If you'd like to change your Monthly Payment Amount

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<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.
<b>Extended:</b> You pay less every month but you pay over a longer period (up to 25 years).	Because the repayment period is longer you'll pay more interest over time with this option. This plan is only available if your qualifying loan is more than \$30,000.

## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

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\*9362273745115553492\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

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#### *Your loan servicer*

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RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 01/07/22.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

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If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

745 - 1

#### Date

11/29/21

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,

8 a.m. – 9 p.m.

Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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Important disclosure(s)

#### Auto Pay suspension during forbearance/deferment

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#### Borrower benefits/repayment incentives and forbearance

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llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115547291\*



at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

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*Your loan servicer*

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**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 154,845.54	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

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Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,360.00	\$12,360.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,480.00	\$12,480.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

### Important disclosure(s)

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\*9362273745115547290\*



# Knowing your federal repayment options

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<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to recertify income and family size for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. Parent PLUS loans are ineligible for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.
<b>Extended:</b> You pay less every month but you pay over a longer period (up to 25 years).	Because the repayment period is longer you'll pay more interest over time with this option. This plan is only available if your qualifying loan is more than \$30,000.

## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

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\*9362273745115547289\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

### Important disclosure(s)

#### *Capitalization of interest*

Unpaid Interest may be capitalized (added to your Unpaid Principal) at the end of the grace period, at the end of a deferment, at the end of each forbearance, when the loan enters repayment, and upon certain conditions while enrolled in an income-driven repayment (IDR) plan as permitted by law and your loan agreement. For Subsidized Stafford Loans first disbursed prior to July 1, 2000, Unsubsidized Stafford Loans first disbursed prior to October 7, 1998, all PLUS and Consolidation Loans, and some private loans, Unpaid Interest may also be capitalized as often as quarterly during in school, grace, deferment, or forbearance periods. Please see your loan agreement for additional details. Capitalization increases both the principal balance and total loan cost.

#### *Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

**RONALD, we've approved your request for forbearance on the loans listed below. Your payments will resume on 06/07/22.**

This notice confirms that you're willing but temporarily unable to make payments but agree to repay your loans after this forbearance expires in accordance with the terms of your Promissory Notes.

#### What to expect

If you have other eligible federal loans serviced by Navient, forbearance may also be applied to those loans, and you'll receive notification of those forbearances as well.

You don't need to make a loan payment until after the forbearance ends. We'll send you an updated repayment schedule before then.

#### What you can do

If you can, pay interest as it accrues during forbearance. This will help lower your loan costs. If you don't pay any interest, it will be capitalized (added to the principal balance) as frequently as quarterly or at the end of the forbearance period. That means your principal balance and monthly payment amount may increase once you resume payments. See the enclosed document to learn more about how interest is calculated.

If you would like to shorten or cancel your forbearance period at any time, let us know.

#### We're here to help

Whenever you have questions about your account or your repayment options, visit us online or give us a call.

#### Account number

745 - 1

#### Date

02/28/22

#### Manage your account online

[Navient.com](http://Navient.com)

#### Phone number

888-272-5543

Monday – Thursday,

8 a.m. – 9 p.m.

Friday, 8 a.m. – 8 p.m. Eastern

#### Forbearance isn't your only option.

Log in to your Navient.com account to learn more about our other programs including Income-Driven, Graduated or Extended repayment plans, deferments and more.

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ID #:200  
Important disclosure(s)

#### Auto Pay suspension during forbearance/deferment

If you are receiving an interest rate reduction for using Auto Pay, the rate reduction will be suspended during your forbearance or deferment.

#### Borrower benefits/repayment incentives and forbearance

If your loan has a borrower benefit or repayment incentive that includes an on-time payment requirement to either obtain and/or retain the benefit after qualifying, using forbearance may forfeit your loan's eligibility for the borrower benefit or repayment incentive. You can call us

Para comunicarse en Español con 'Atención al Cliente',  
llame gratis al (888) 272-5543, y marque el numero correspondiente.

\*9362273745115538196\*



at 888-272-5543 or go online to Navient.com to confirm the owner of your loan and the impact of forbearance on your borrower benefit or repayment incentive.

Although interest rate reductions are not permanently lost in all cases of forbearance, keep in mind that such interest rate reductions will be suspended during forbearance regardless of the owner of your loan.

Cosigner release for private loans also includes an on-time payment requirement. Forbearance and/or deferment may delay eligibility.

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*Impact of Deferment or Forbearance on Loan Forgiveness*

Periods of deferment or forbearance are not typically eligible to be counted as qualifying payments toward Income Based Repayment (IBR) forgiveness for FFELP loans, with the exception of economic hardship deferment. Periods of economic hardship deferment are counted as qualifying payments toward IBR loan forgiveness. You may request that your deferment or forbearance be shortened by contacting us.

*Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

**Loan Information**

DISBURSEMENT DATE	ORIGINAL PRINCIPAL	UNPAID PRINCIPAL	INTEREST RATE	LOAN PROGRAM
04/08/05	\$178,900.34	\$ 154,507.72	5.250	SM



P.O. BOX 9500  
WILKES-BARRE, PA 18773-9500

(888) 272-5543

RONALD J AMBROSETTI  
25501 CAMINO LOS PAD  
# 01-317  
LAGUNA NIGUEL CA 92677-5853

### Example of Interest Calculations

The chart below provides estimates for a loan with a 6% interest rate, a \$30,000 balance, and no unpaid accrued interest of the Monthly Payments due following a 12-month deferment or forbearance.

As you can see in the example below, paying interest during this period of deferment or forbearance lowers the Monthly Payment by about **\$21/month** or about **\$714** over the lifetime of the loan.

Keep in mind, the actual impact for your loans may vary based on factors such as loan program, interest rate, amount owed at the time you enter deferment or forbearance, the length of your deferment or forbearance, the repayment period, the frequency of capitalization, your future repayment pattern and whether interest accruing during deferment is payable by the federal government.

Treatment of Interest Accrued During Deferment or Forbearance Status	Loan Amount	Capitalized Interest for 12 months	Principal to be Repaid	Monthly Payment	Number of Payments	Total Amount Repaid	Total Interest Paid
Interest is paid	\$30,000.00	\$0.00	\$30,000.00	\$333.00	120	\$41,766.00*	\$11,766.00
Interest is capitalized at the end of status	\$30,000.00	\$1,800.00	\$31,800.00	\$353.00	120	\$42,360.00	\$12,360.00
Interest is capitalized quarterly during status and at the end of status	\$30,000.00	\$1,841.00	\$31,841.00	\$354.00	120	\$42,480.00	\$12,480.00

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\*Total amount repaid includes interest paid during the 12-month period of deferment or forbearance.

### Important disclosure(s)

*Your loan servicer*

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\*9362273745115538195\*





# Knowing your federal repayment options

If staying on track with your federal student loans becomes difficult, changing your repayment plan can make a big difference.

Check out the information below to learn about some common repayment options which may reduce or postpone your Monthly Payments. If your loans qualify, the fastest way to apply for a new repayment plan is online, or, depending on the plan you choose, by phone.

## If you'd like to change your Monthly Payment Amount

Repayment options	Keep in mind
<b>Standard:</b> You pay the same amount every month.	Typically, this is the most efficient way to pay down your principal and interest.
<b>Income-Driven:</b> We may reduce your Monthly Payments for 12 months at a time based on your income and other factors. (Example: Income-Based Repayment plan.)	Since your income can change, you need to recertify income and family size for Income-Driven Repayment plans every year. These plans usually extend your repayment period, so you'll pay more interest over time. Your payment could be as low as \$0 per month with qualifying income and loans. Any remaining balance may be forgiven after no more than 25 years of qualifying repayment. Any forgiven amounts may be taxable. Parent PLUS loans are ineligible for Income-Driven Repayment plans.
<b>Graduated:</b> You pay less at first, then payments increase over time.	This is a good option if you need lower payments now but can pay more in the future. However, you'll pay more in interest over time.
<b>Extended:</b> You pay less every month but you pay over a longer period (up to 25 years).	Because the repayment period is longer you'll pay more interest over time with this option. This plan is only available if your qualifying loan is more than \$30,000.

## If you need to postpone Monthly Payments

Options	Keep in mind
<b>Deferment:</b> We may be able to postpone your payments when certain eligibility criteria are met. Common examples are: if you're enrolled in school (at least half time), in the military, unemployed or experiencing economic hardship.	You're not responsible for paying Accrued Interest on subsidized federal loans during most deferments. You remain responsible for interest that accrues on your unsubsidized loans.
<b>Forbearance:</b> If you don't qualify for deferment, we may still be able to temporarily postpone your payments.	During forbearance, interest on all loans will continue to accrue, so you'll pay more interest overall.

Para comunicarse en Español con 'Atención al Cliente', llame gratis al (800) 766-7242, y marque el numero correspondiente.

\*9362273745115538194\*



## Forgiveness, cancellation, or discharge

Options	Keep in mind
<b>Teacher Loan Forgiveness:</b> If you teach full-time for five complete and consecutive academic years you may be eligible for forgiveness of \$5,000 (or up to \$17,500 if you meet the criteria of a highly qualified teacher) on your federal loans.	Your teaching service must be completed in a low-income elementary school, low-income secondary school, or with an educational service agency. If you live or work in Puerto Rico or the U.S. Virgin Islands and were affected by Hurricanes Maria or Irma, you may be eligible for a one-year gap in academic years.
<b>Closed School:</b> If you were unable to complete your education because your school closed, you may be eligible for discharge of your federal loans.	To be eligible, you must have been enrolled when your school closed, on an approved leave of absence when your school closed, or if your school closed within 120 days after you withdrew.
<b>Total and Permanent Disability:</b> If you are totally and permanently disabled, you may qualify for discharge of your remaining federal loan balance.	You must provide documentation, such as documentation from the Department of Veterans Affairs showing that you're unemployable due to a service-connected disability, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) benefits, or physician certification.
<b>Death:</b> The remaining federal loan balance may be discharged due to the death of the borrower (or student for which a PLUS loan was obtained).	Documentation of death is required.

**If you'd like to consolidate loans** - You may also be able to combine your federal loans into a single Monthly Payment with a single interest rate. Consolidating FFELP loans into the Direct Lending program may also allow your loans to become eligible for more repayment and forgiveness options, including Public Service Loan Forgiveness. Past payments made toward your loans being consolidated will not be considered qualifying payments toward loan forgiveness options on a new Direct Consolidation Loan.

This is not an all-inclusive list of every option that may be available. To apply for IDR or consolidation, or to learn more about the other options above, visit the U.S. Department of Education at [StudentAid.gov](https://studentaid.gov).

### We're here to help

We want to help you find the option that fits your situation best. Making payments on time is always the best way to stay on track with your goals and build your credit, but when that's not possible, changing your repayment plan is much better than missing a payment. If you have any questions, visit us online or give us a call.

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#### *Your loan servicer*

Your loans are serviced by Navient Solutions, LLC (NMLS# 212430).

# EXHIBIT 2

LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	032213	MYL TW50	LOGIN SUCCESSFUL	032213
_	032213	MYL TX02	PAYMENT INFORMATION WAS ACCESSED VIA INTERNET	032213
_	040813	SYSTEM P099	MONTHLY BILL: SLM	E040913
_	040813	SYSTEM P102	NEW BILL SUMMARY PAGES	E040913
_	042713	SYSTEM P374	MONTHLY BILL -SLM E-BILL REMINDER	E042713
_	042913	SYSTEM GK0D X933	PMT CFN EMAIL SENT	043013
_	050813	SYSTEM P099	MONTHLY BILL: SLM	E050813
_	050813	SYSTEM P102	NEW BILL SUMMARY PAGES	E050813
_	052813	SYSTEM P374	MONTHLY BILL -SLM E-BILL REMINDER	E052813
_	053013	SYSTEM GK0D X933	PMT CFN EMAIL SENT	053113
_	060913	SYSTEM P099	MONTHLY BILL: SLM	E060913
_	060913	SYSTEM P102	NEW BILL SUMMARY PAGES	E060913

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	061413	SYSTEM GK0D X933	PMT CFN EMAIL SENT	061513
_	070813	SYSTEM P099	MONTHLY BILL: SLM	E070913
_	070813	SYSTEM P102	NEW BILL SUMMARY PAGES	E070913
_	071513	SYSTEM GK0D X933	PMT CFN EMAIL SENT	071613
_	080613	SYSTEM GK0D X933	PMT CFN EMAIL SENT	080713
_	080813	SYSTEM P099	MONTHLY BILL: SLM	E080913
-	080813	SYSTEM P102	NEW BILL SUMMARY PAGES	E080913
-	090413	SYSTEM GK0D X933	PMT CFN EMAIL SENT	090513
_	090813	SYSTEM P099	MONTHLY BILL: SLM	E090813
_	090813	SYSTEM P102	NEW BILL SUMMARY PAGES	E090813
_	100813	SYSTEM P099	MONTHLY BILL: SLM	E100913
_	100813	SYSTEM P102	NEW BILL SUMMARY PAGES	E100913

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

NSL000032

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 101013	SYSTEM GK0D X933 PMT CFN EMAIL SENT		101113
_ 110713	SYSTEM GK0D X933 PMT CFN EMAIL SENT		110813
_ 110813	SYSTEM P099 MONTHLY BILL: SLM		E110913
_ 110813	SYSTEM P102 NEW BILL SUMMARY PAGES		E110913
_ 120613	SYSTEM GK0D X933 PMT CFN EMAIL SENT		120713
_ 120813	SYSTEM P099 MONTHLY BILL: SLM		E120813
_ 120813	SYSTEM P102 NEW BILL SUMMARY PAGES		E120813
_ 122713	MODSTR GXN1 EML-1098E VLD PRMS - DATE FRM WILL BE AVAIL		012414
_ 010814	SYSTEM P099 MONTHLY BILL: SLM		E010914
_ 010814	SYSTEM P102 NEW BILL SUMMARY PAGES		E010914
_ 011114	SYSTEM K190 2013 1098-E W/SALLIE MAE PRIV POL		E011114
_ 011114	SYSTEM K308 SLM PRIVACY AS ENCLOSURE		E011114

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 011114	LSMB00 TX00 1098-E LTR SENT ON THIS ACCOUNT		011114
_ 011914	SYSTEM K306 SLM APN COVER LTR GENERATED BY CLASS		E011914
- 011914	SYSTEM K308 SLM PRIVACY AS ENCLOSURE		E011914
- 011914	SYSTEM GB00 KEY ACTIVITY 3 - ANNUAL PRIVACY POLICY		011914
	PIGGYBACKED WITH K306 LTR		
_ 012814	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E012814
_ 012914	MODSTR GXN4 X759 MOBILE WEBSITE NOW AVAILABLE CAMPAIGN		013014
_ 012914	MODSTR GXN4 X759 MOBILE WEBSITE NOW AVAILABLE CAMPAIGN		013114
_ 020314	SYSTEM GK0D X933 PMT CFN EMAIL SENT		020414
_ 020914	SYSTEM P099 MONTHLY BILL: SLM		E020914
_ 020914	SYSTEM P102 NEW BILL SUMMARY PAGES		E020914
_ 022514	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E022514

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 030414	SYSTEM GK0D X933 PMT CFN EMAIL SENT		030514
_ 030914	SYSTEM P099 MONTHLY BILL: SLM		E030914
_ 030914	SYSTEM P102 NEW BILL SUMMARY PAGES		E030914
_ 032814	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E032814
_ 040814	SYSTEM P099 MONTHLY BILL: SLM		E040914
_ 040814	SYSTEM P102 NEW BILL SUMMARY PAGES		E040914
_ 040814	SYSTEM GK0D X933 PMT CFN EMAIL SENT		040914
_ 040914	MODSTR GXV4 NOTIFY 1-COMPANY SPLIT-BORROWER-EMAIL		040914
_ 042714	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E042714
_ 050814	SYSTEM P099 MONTHLY BILL: SLM		E050914
_ 050814	SYSTEM P102 NEW BILL SUMMARY PAGES		E050914
_ 051214	SYSTEM GK00 DELQ DAYS REDUCED FROM 004 TO 000 FOR LOAN(S) 01		051314

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 051214	SYSTEM GK0D X933 PMT CFN EMAIL SENT		051314
_ 052814	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E052814
_ 060814	SYSTEM P099 MONTHLY BILL: SLM		E060814
_ 060814	SYSTEM P102 NEW BILL SUMMARY PAGES		E060814
_ 060914	SYSTEM GK00 DELQ DAYS REDUCED FROM 001 TO 000 FOR LOAN(S) 01		061014
_ 060914	SYSTEM GK0D X933 PMT CFN EMAIL SENT		061014
_ 062714	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E062714
_ 070714	SYSTEM GK0D X933 PMT CFN EMAIL SENT		070814
_ 070814	SYSTEM P099 MONTHLY BILL: SLM		E070914

NSL000034

\_ 070814 SYSTEM P102 NEW BILL SUMMARY PAGES E070914  
\_ 072814 SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER E072814  
\_ 080514 SYSTEM GK0D X933 PMT CFN EMAIL SENT 080614

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 080814	SYSTEM P099	MONTHLY BILL: SLM	E080914
_ 080814	SYSTEM P102	NEW BILL SUMMARY PAGES	E080914
_ 081214	MODSTR GX3N	X880-COSPLIT NTFY 2 NAVI CMRCL BOR EMAIL	081214
_ 082814	SYSTEM P374	MONTHLY BILL -SLM E-BILL REMINDER	E082814
_ 082914	MODSTR GX3Q	X880-SPLT#2 NAV CMCL COS/EN UNPN'D/BNCE-2ND ATMP	090514
_ 090514	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	090614
_ 090814	SYSTEM P099	MONTHLY BILL: SLM	E090914
_ 090814	SYSTEM P102	NEW BILL SUMMARY PAGES	E090914
_ 091614	MODSTR GX7K	X910-COSPLIT NTFY 3 NAVI CMRCL BOR EMAIL	091714
_ 092714	SYSTEM P374	MONTHLY BILL -SLM E-BILL REMINDER	E092714
_ 100314	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	100414
_ 100814	SYSTEM P099	MONTHLY BILL: SLM	E100914

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 100814	SYSTEM P102	NEW BILL SUMMARY PAGES	E100914
_ 102814	SYSTEM P374	MONTHLY BILL -SLM E-BILL REMINDER	E102814
_ 102814	PwrLdr MDOC	MDOC ADDR=IN1P41a57fc1db LTR CD=GFB4	102914
_ 110414	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	110514
_ 110914	SYSTEM P099	MONTHLY BILL: SLM	E110914



\_ 110914 SYSTEM P102 NEW BILL SUMMARY PAGES E110914  
\_ 112214 MYL TW50 LOGIN SUCCESSFUL 112214  
\_ 112214 CISMYL C006 ADDRESS CHANGE 112214  
\_ 112214 CISMYL C005 BORROWER PRIM PHONE NUM CHANGED 112214  
\_ 112214 CISMYL C005 BORROWER PRIM PHONE NUM CHANGED 112214  
\_ 112714 SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER E112714  
\_ 112714 PwrLdr MDOC MDOC ADDR=IN1P41a62d4600 LTR CD=GFB4 112814

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_ \_ \_ \_ PG \_ OWN \_ ST \_ GU \_ LN \_ DT \_ \_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_ CLASS CD \_ \_ LOANS SELECTED 1.....  
UNITY CD \_ \_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 120214	SYSTEM GK0D X933 PMT CFN EMAIL SENT		120314
_ 120814	SYSTEM P099 MONTHLY BILL: SLM		E120914
_ 120814	SYSTEM P102 NEW BILL SUMMARY PAGES		E120914
_ 122814	SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER		E122814
_ 122814	PwrLdr MDOC MDOC ADDR=IN1P41a6dcc846 LTR CD=GFB4		123014
_ 123014	SYSTEM GK0D X933 PMT CFN EMAIL SENT		123114
_ 010815	MODSTR GXN1 EML-1098E VLD PRMS - DATE FRM WILL BE AVAIL		010815
_ 010815	SYSTEM P099 MONTHLY BILL: SLM		E010915
_ 010815	SYSTEM P102 NEW BILL SUMMARY PAGES		E010915
_ 011215	SYSTEM K190 1098-E W/NAVIENT PRIV POL		E011215
_ 011215	SYSTEM K308 NAV PRIVACY AS ENCLOSURE		E011215
_ 011215	LSMB00 TX00 1098-E LTR SENT ON THIS ACCOUNT		011215

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_ \_ \_ \_ PG \_ OWN \_ ST \_ GU \_ LN \_ DT \_ \_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_ CLASS CD \_ \_ LOANS SELECTED 1.....  
UNITY CD \_ \_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 011215	PwrLdr MDOC MDOC ADDR=IN1P41a73febba LTR CD=GFB4		011715



\_ 011815 SYSTEM K306 NAV APN COVER LTR GENERATED BY CLASS E011815  
\_ 011815 SYSTEM K308 NAV PRIVACY AS ENCLOSURE E011815  
\_ 011815 SYSTEM GB00 KEY ACTIVITY 3 - ANNUAL PRIVACY POLICY 011815  
PIGGYBACKED WITH K306 LTR  
\_ 011815 SYSTEM GB00 KEY ACTIVITY 3 - ANNUAL PRIVACY POLICY 011815  
PIGGYBACKED WITH K306 LTR  
\_ 011815 PwrLdr MDOC MDOC ADDR=IN1P41a7db5b66 LTR CD=GFB4 012915  
\_ 012815 SYSTEM P374 MONTHLY BILL -SLM E-BILL REMINDER E012815  
\_ 012815 PwrLdr MDOC MDOC ADDR=IN1P41a7dde33f LTR CD=GFB4 012915  
\_ 020315 SYSTEM GK0D X933 PMT CFN EMAIL SENT 020415  
\_ 020815 SYSTEM P099 MONTHLY BILL: SLM E020815

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 020815	SYSTEM P102	NEW BILL SUMMARY PAGES	E020815
_ 021015	MODSTR GYB6	X936-INTRO PATH TO SUCCESS EMAIL SNT	021015
_ 022515	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022515
_ 022515	PwrLdr MDOC	MDOC ADDR=IN1P41a87a4675 LTR CD=GFB4	022615
_ 030815	SYSTEM P099	MONTHLY BILL: SLM	E030815
_ 030815	SYSTEM P102	NEW BILL SUMMARY PAGES	E030815
_ 030915	SYSTEM GK00	DELQ DAYS REDUCED FROM 001 TO 000 FOR LOAN(S) 01	031015
_ 030915	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	031015
_ 032815	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E032815
_ 032815	PwrLdr MDOC	MDOC ADDR=IN1P41a9369958 LTR CD=GFB4	032915
_ 040215	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040315
- 040815	SYSTEM P099	MONTHLY BILL: SLM	E040915

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I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

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DATE	SOURCE	UNITY CD	MESSAGE	PST/RESOLVE
011023	E18565			CONT _
_ 040815	SYSTEM	P102	NEW BILL SUMMARY PAGES	E040915
_ 042715	SYSTEM	P374	MONTHLY BILL -NAV E-BILL REMINDER	E042715
_ 042715	PwrLdr	MDOC	MDOC ADDR=IN1P41a9dae25d LTR CD=GFB4	042815
_ 050515	SYSTEM	GK0D	X933 PMT CFN EMAIL SENT	050615
_ 050815	SYSTEM	P099	MONTHLY BILL: SLM	E050915
_ 050815	SYSTEM	P102	NEW BILL SUMMARY PAGES	E050915
_ 051215	CISCAL	GR71	VERIFIED BORROWER E-MAIL ADDRESS	051215
_ 051215	CISCAL	C150	BORROWER E-MAIL ADDRESS CHANGED	051215
_ 051215	CISCAL	GY89	RECEIVED BORROWER'S E-MAIL ADDRESS	051215
_ 051215	CISCAL	GR78	BORROWER REQUESTED PROMO MAILINGS	051215
_ 051215	MYL	TW50	LOGIN SUCCESSFUL	051215
_ 051215	MYL	TW50	LOGIN SUCCESSFUL	051215

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	UNITY CD	MESSAGE	PST/RESOLVE
011023	E18565			CONT _
_ 051215	CISMYL	C101	AUXILIARY PHONE NUMBER CHANGE	051215
_ 051215	CISMYL	C527	BORROWER CELL PHONE CHANGED	051215
_ 051215	MYL	TW48	10 DAY PAY OFF REQUESTED	051215
_ 051215	MYL	TX00	05/22/2015,180,217.05	051215
_ 052815	SYSTEM	P374	MONTHLY BILL -NAV E-BILL REMINDER	E052815
_ 052815	PwrLdr	MDOC	MDOC ADDR=IN1P41aa765984 LTR CD=GFB4	052915
_ 060215	SYSTEM	GK0D	X933 PMT CFN EMAIL SENT	060315
- 060815	SYSTEM	P099	MONTHLY BILL: SLM	E060915
- 060815	SYSTEM	P102	NEW BILL SUMMARY PAGES	E060915
- 062715	SYSTEM	P374	MONTHLY BILL -NAV E-BILL REMINDER	E062715
- 062715	PwrLdr	MDOC	MDOC ADDR=IN1P41ab0a1296 LTR CD=GFB4	062815
- 062915	SYSTEM	GK0D	X933 PMT CFN EMAIL SENT	063015

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	070815	SYSTEM P099	MONTHLY BILL: SLM	E070915
_	070815	SYSTEM P102	NEW BILL SUMMARY PAGES	E070915
_	072815	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E072815
_	072815	PwrLdr MDOC	MDOC ADDR=IN1P41abbc3088 LTR CD=GFB4	072915
_	080415	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	080515
_	080915	SYSTEM P099	MONTHLY BILL: SLM	E080915
_	080915	SYSTEM P102	NEW BILL SUMMARY PAGES	E080915
_	082815	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E082815
_	082815	PwrLdr MDOC	MDOC ADDR=IN1P41ac65973b LTR CD=GFB4	082915
_	090315	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	090415
_	090815	SYSTEM P099	MONTHLY BILL: NAV	E090915
_	090815	SYSTEM P102	NEW BILL SUMMARY PAGES	E090915

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	092715	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E092715
_	092715	PwrLdr MDOC	MDOC ADDR=IN1P41ad066ddb LTR CD=GFB4	092915
_	100515	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	100615
-	100815	SYSTEM P099	MONTHLY BILL: NAV	E100915
-	100815	SYSTEM P102	NEW BILL SUMMARY PAGES	E100915
_	102815	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E102815
_	102815	PwrLdr MDOC	MDOC ADDR=IN1P41ada68bce LTR CD=GFB4	102915
_	110315	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	110415
_	110815	SYSTEM P099	MONTHLY BILL: NAV	E110815
_	110815	SYSTEM P102	NEW BILL SUMMARY PAGES	E110815
_	112715	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E112715
_	112715	PwrLdr MDOC	MDOC ADDR=IN1P41ae37cf33 LTR CD=GFB4	112815

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

NSL000039

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 120215	SYSTEM GK0D X933 PMT CFN EMAIL SENT		120315
_ 120815	SYSTEM P099 MONTHLY BILL: NAV		E120915
_ 120815	SYSTEM P102 NEW BILL SUMMARY PAGES		E120915
_ 122815	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E122815
_ 122815	PwrLdr MDOC MDOC ADDR=IN1P41aeda8a29 LTR CD=GFB4		122915
_ 010716	SYSTEM GK0D X933 PMT CFN EMAIL SENT		010816
_ 010816	SYSTEM P099 MONTHLY BILL: NAV		E010916
_ 010816	SYSTEM P102 NEW BILL SUMMARY PAGES		E010916
_ 011016	SYSTEM K190 1098-E W/NAVIENT PRIV POL		E011016
_ 011016	SYSTEM K308 NAV PRIVACY AS ENCLOSURE		E011016
_ 011016	LSMB00 TX00 1098-E LTR SENT ON THIS ACCOUNT		011016
_ 011016	PwrLdr MDOC MDOC ADDR=IN1P41af48d5e7 LTR CD=GFB4		011516

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 012816	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E012816
_ 012816	PwrLdr MDOC MDOC ADDR=IN1P41afb785c0 LTR CD=GFB4		012916
_ 020216	SYSTEM GK0D X933 PMT CFN EMAIL SENT		020316
_ 020816	SYSTEM P099 MONTHLY BILL: NAV		E020916
_ 020816	SYSTEM P102 NEW BILL SUMMARY PAGES		E020916
_ 022616	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E022616
_ 022616	PwrLdr MDOC MDOC ADDR=IN1P41b0503a83 LTR CD=GFB4		022716
_ 030416	SYSTEM GK0D X933 PMT CFN EMAIL SENT		030516
_ 030816	SYSTEM P099 MONTHLY BILL: NAV		E030916
_ 030816	SYSTEM P102 NEW BILL SUMMARY PAGES		E030916

\_ 031316 NCOA C006 ADDRESS CHANGE 031316  
\_ 032816 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E032816

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 032816	PwrLdr MDOC	MDOC ADDR=IN1P41b0eb37c6 LTR CD=GFB4	032916
_ 040516	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040616
_ 040816	SYSTEM P099	MONTHLY BILL: NAV	E040916
_ 040816	SYSTEM P102	NEW BILL SUMMARY PAGES	E040916
_ 040816	PwrLdr MDOC	MDOC ADDR=IN1P41b8e728bf LTR CD=GFB4	032417
_ 042716	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E042716
_ 042716	PwrLdr MDOC	MDOC ADDR=IN1P41b18d453f LTR CD=GFB4	042816
_ 050316	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	050416
_ 051016	SYSTEM P099	MONTHLY BILL: NAV	E051116
_ 051016	SYSTEM P102	NEW BILL SUMMARY PAGES	E051116
_ 051016	PwrLdr MDOC	MDOC ADDR=IN1P41b98325e3 LTR CD=GFB4	040217
_ 052816	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E052816

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI ID #:2J2  
C926 S:53-CA-05200-MFH-V2 DocId:30-4 E169 0010153 Page 21 of 103 Page  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 052816	PwrLdr MDOC	MDOC ADDR=IN1P41b22649f8 LTR CD=GFB4	052916
_ 060316	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	060416
_ 061016	SYSTEM P099	MONTHLY BILL: NAV	E061116
_ 061016	SYSTEM P102	NEW BILL SUMMARY PAGES	E061116
_ 061016	PwrLdr MDOC	MDOC ADDR=IN1P41ba5d68a8 LTR CD=GFB4	042217
_ 062716	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E062716

\_ 062716 PwrLdr MDOC MDOC ADDR=IN1P41b2b50d74 LTR CD=GFB4 062916  
\_ 070716 SYSTEM GK0D X933 PMT CFN EMAIL SENT 070816  
\_ 071016 SYSTEM P099 MONTHLY BILL: NAV E071016  
\_ 071016 SYSTEM P102 NEW BILL SUMMARY PAGES E071016  
\_ 071016 PwrLdr MDOC MDOC ADDR=IN1P41bb296066 LTR CD=GFB4 060217  
\_ 072816 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E072816

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 072816	PwrLdr MDOC MDOC ADDR=IN1P41b34b4e06 LTR CD=GFB4		073016
_ 080116	SYSTEM GK0D X933 PMT CFN EMAIL SENT		080216
_ 081016	SYSTEM P099 MONTHLY BILL: NAV		E081116
_ 081016	SYSTEM P102 NEW BILL SUMMARY PAGES		E081116
_ 081016	PwrLdr MDOC MDOC ADDR=IN1P41bc0ca042 LTR CD=GFB4		061417
_ 082816	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E082816
_ 082816	PwrLdr MDOC MDOC ADDR=IN1P41b3d6ea6e LTR CD=GFB4		083116
_ 090716	SYSTEM GK0D X933 PMT CFN EMAIL SENT		090816
_ 091116	SYSTEM P099 MONTHLY BILL: NAV		E091116
_ 091116	SYSTEM P102 NEW BILL SUMMARY PAGES		E091116
_ 091116	PwrLdr MDOC MDOC ADDR=IN1P41bd4a947d LTR CD=GFB4		072017
_ 092716	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E092716

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

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ID #:276  
CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 092716	PwrLdr MDOC MDOC ADDR=IN1P41b460d021 LTR CD=GFB4		093016
_ 100416	SYSTEM GK0D X933 PMT CFN EMAIL SENT		100516





DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
010817	LSMB00 TX00	1098-E LTR SENT ON THIS ACCOUNT	010817
010817	PwrLdr MDOC	MDOC ADDR=IN1P41b6f6f9a1 LTR CD=GFB4	011517
011017	SYSTEM P099	MONTHLY BILL: NAV	E011117
011017	SYSTEM P102	NEW BILL SUMMARY PAGES	E011117
011017	PwrLdr MDOC	MDOC ADDR=IN1P41b7110de7 LTR CD=GFB4	012117
012817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E012817
012817	PwrLdr MDOC	MDOC ADDR=IN1P41b7acdb1d LTR CD=GFB4	020117
020317	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	020417
021017	SYSTEM P099	MONTHLY BILL: NAV	E021117
021017	SYSTEM P102	NEW BILL SUMMARY PAGES	E021117
021017	PwrLdr MDOC	MDOC ADDR=IN1P41b80363e5 LTR CD=GFB4	021217
022517	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022517

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
022517	PwrLdr MDOC	MDOC ADDR=IN1P41b8741ea4 LTR CD=GFB4	030117
030617	MODSTR GUC5	M003 - CAREER PLAYBOOK PROMO EMAIL SNT	030617
030617	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	030717
031017	SYSTEM P099	MONTHLY BILL: NAV	E031017
031017	SYSTEM P102	NEW BILL SUMMARY PAGES	E031017
031017	PwrLdr MDOC	MDOC ADDR=IN1P41b8c0eb49 LTR CD=GFB4	031217
031917	NCOA C006	ADDRESS CHANGE	031917
032817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E032817
032817	PwrLdr MDOC	MDOC ADDR=IN1P41b98b7602 LTR CD=GFB4	040117
040417	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040517
041017	SYSTEM P099	MONTHLY BILL: NAV	E041017
041017	SYSTEM P102	NEW BILL SUMMARY PAGES	E041017

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_



SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 041017	PwrLdr MDOC	MDOC ADDR=IN1P41b9f2c9b6 LTR CD=GFB4	041217
_ 042717	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E042717
_ 042717	PwrLdr MDOC	MDOC ADDR=IN1P41ba9e641d LTR CD=GFB4	042917
_ 050317	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	050417
_ 051017	SYSTEM P099	MONTHLY BILL: NAV	E051017
_ 051017	SYSTEM P102	NEW BILL SUMMARY PAGES	E051017
_ 051017	PwrLdr MDOC	MDOC ADDR=IN1P41baf80b19 LTR CD=GFB4	051317
_ 052817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E052817
_ 052817	PwrLdr MDOC	MDOC ADDR=IN1P41bbac2a71 LTR CD=GFB4	053117
_ 060217	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	060317
_ 061117	SYSTEM P099	MONTHLY BILL: NAV	E061117
_ 061117	SYSTEM P102	NEW BILL SUMMARY PAGES	E061117

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 061117	PwrLdr MDOC	MDOC ADDR=IN1P41bbfff091 LTR CD=GFB4	061217
_ 062717	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E062717
_ 062717	PwrLdr MDOC	MDOC ADDR=IN1P41bcb1698b LTR CD=GFB4	062817
_ 070617	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	070717
- 071017	SYSTEM P099	MONTHLY BILL: NAV	E071017
- 071017	SYSTEM P102	NEW BILL SUMMARY PAGES	E071017
_ 071017	PwrLdr MDOC	MDOC ADDR=IN1P41bd078d22 LTR CD=GFB4	071317
_ 072817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E072817
_ 072817	PwrLdr MDOC	MDOC ADDR=IN1P41bd95c4b3 LTR CD=GFB4	073017
_ 080317	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	080417
_ 081017	SYSTEM P099	MONTHLY BILL: NAV	E081017
_ 081017	SYSTEM P102	NEW BILL SUMMARY PAGES	E081017

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

NSL000045

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_

SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 081017	PwrLdr MDOC	MDOC ADDR=IN1P41bdf717db LTR CD=GFB4	081417
_ 082817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E082817
_ 082817	PwrLdr MDOC	MDOC ADDR=IN1P41be7b0b17 LTR CD=GFB4	083017
_ 090617	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	090717
_ 091017	SYSTEM P099	MONTHLY BILL: NAV	E091017
_ 091017	SYSTEM P102	NEW BILL SUMMARY PAGES	E091017
_ 091017	PwrLdr MDOC	MDOC ADDR=IN1P41beb8a919 LTR CD=GFB4	091217
_ 092717	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E092717
_ 092717	PwrLdr MDOC	MDOC ADDR=IN1P41bf35cb62 LTR CD=GFB4	100117
_ 100317	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	100417
_ 101017	SYSTEM P099	MONTHLY BILL: NAV	E101017
_ 101017	SYSTEM P102	NEW BILL SUMMARY PAGES	E101017

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_

SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
- 101017	PwrLdr MDOC	MDOC ADDR=IN1P41bf8510f0 LTR CD=GFB4	101317
- 101617	MODSTR GYN6	PER CR2947, DISASTER FORBEARANCE EMAIL SENT	101917
_ 102817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E102817
_ 102817	PwrLdr MDOC	MDOC ADDR=IN1P41bff9eadd LTR CD=GFB4	102917
_ 110317	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	110417
_ 111017	SYSTEM P099	MONTHLY BILL: NAV	E111017
_ 111017	SYSTEM P102	NEW BILL SUMMARY PAGES	E111017
_ 111017	PwrLdr MDOC	MDOC ADDR=IN1P41c03d468e LTR CD=GFB4	111117
_ 112717	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E112717
_ 112717	PwrLdr MDOC	MDOC ADDR=IN1P41c09cd1cd LTR CD=GFB4	120317
_ 120717	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	120817

NSL000046

\_ 121017 SYSTEM P099 MONTHLY BILL: NAV

E121017

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	121017	SYSTEM P102	STATEMENT BACKER	E121017
_	121017	PwrLdr MDOC	MDOC ADDR=IN1P41c0d58f21 LTR CD=GFB4	121717
_	122317	CISSUB C527	BORROWER CELL PHONE CHANGED	122317
_	122317	CISSUB C005	BORROWER PRIM PHONE NUM CHANGED	122317
_	122317	CISSUB C005	BORROWER PRIM PHONE NUM CHANGED	122317
_	122317	CISSUB C525	BORROWER ALT PHONE/EXT CHANGED	122317
_	122317	CISSUB C101	AUXILIARY PHONE NUMBER CHANGE	122317
_	122817	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E122817
_	122817	PwrLdr MDOC	MDOC ADDR=IN1P41c1506313 LTR CD=GFB4	122917
_	122917	MODSTR GXN1	EML-1098E VLD PRMS - DATE FRM WILL BE AVAIL	122917
_	010518	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	010618
_	010818	SYSTEM K190	1098-E	E010818

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	010818	LSMB00 TX00	1098-E LTR SENT ON THIS ACCOUNT	010818
_	010818	PwrLdr MDOC	MDOC ADDR=IN1P41c194c66f LTR CD=GFB4	011518
_	011018	SYSTEM P099	MONTHLY BILL: NAV	E011118
_	011018	SYSTEM P102	STATEMENT BACKER	E011118
_	011018	PwrLdr MDOC	MDOC ADDR=IN1P41c1b0271a LTR CD=GFB4	011318
_	012818	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E012818
_	012818	PwrLdr MDOC	MDOC ADDR=IN1P41c23cc1cd LTR CD=GFB4	013018

NSL000047

\_ 020518 SYSTEM GK0D X933 PMT CFN EMAIL SENT 020618  
\_ 021118 SYSTEM P099 MONTHLY BILL: NAV E021118  
\_ 021118 SYSTEM P102 STATEMENT BACKER E021118  
\_ 021118 SYSTEM K308 NAV PRIVACY AS ENCLOSURE E021118  
\_ 021118 SYSTEM GB00 ANNUAL PRIVACY POLICY PIGGYBACKED WITH P099 LTR 021118

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 021118	PwrLdr MDOC	MDOC ADDR=IN1P41c275959d LTR CD=GFB4	022018
_ 022318	US C096	GUARANTOR LOAN ID CHANGED	022318
_ 022318	SYSTEM C351	GUARANTEE DATE CHANGE	022318
_ 022518	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022518
_ 022518	PwrLdr MDOC	MDOC ADDR=IN1P41c30f831f LTR CD=GFB4	030918
_ 030218	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	030318
_ 031118	SYSTEM P099	MONTHLY BILL: NAV	E031118
_ 031118	SYSTEM P102	STATEMENT BACKER	E031118
_ 031118	PwrLdr MDOC	MDOC ADDR=IN1P41c3525631 LTR CD=GFB4	031218
_ 032818	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E032818
_ 032818	PwrLdr MDOC	MDOC ADDR=IN1P41c3d7e2b4 LTR CD=GFB4	040118
_ 040518	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040618

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 041018	SYSTEM P099	MONTHLY BILL: NAV	E041018
_ 041018	SYSTEM P102	STATEMENT BACKER	E041018
_ 041018	PwrLdr MDOC	MDOC ADDR=IN1P41c40eb872 LTR CD=GFB4	041318

\_ 042718 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E042718  
\_ 042718 PwrLdr MDOC MDOC ADDR=IN1P41c48f313c LTR CD=GFB4 050118  
\_ 050218 SYSTEM GK0D X933 PMT CFN EMAIL SENT 050318  
\_ 051018 SYSTEM P099 MONTHLY BILL: NAV E051018  
\_ 051018 SYSTEM P102 STATEMENT BACKER E051018  
\_ 051018 PwrLdr MDOC MDOC ADDR=IN1P41c4da12e3 LTR CD=GFB4 051418  
\_ 052818 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E052818  
\_ 052818 PwrLdr MDOC MDOC ADDR=IN1P41c54a7385 LTR CD=GFB4 060118  
\_ 060518 SYSTEM GK0D X933 PMT CFN EMAIL SENT 060618

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 061018	SYSTEM P099	MONTHLY BILL: NAV	E061018
_ 061018	SYSTEM P102	STATEMENT BACKER	E061018
_ 061018	PwrLdr MDOC	MDOC ADDR=IN1P41c5810ca1 LTR CD=GFB4	061318
_ 062718	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E062718
_ 071018	SYSTEM C101	AUXILIARY PHONE NUMBER CHANGE	071018
_ 071018	SYSTEM P099	MONTHLY BILL: NAV	E071018
_ 071018	SYSTEM P102	STATEMENT BACKER	E071018
_ 071018	SYSTEM GK00	DELQ DAYS REDUCED FROM 002 TO 000 FOR LOAN(S) 01	071018
_ 071018	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	071118
_ 071018	PwrLdr MDOC	MDOC ADDR=IN1P41c6339d72 LTR CD=GFB4	071218
_ 072818	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E072818
_ 072818	PwrLdr MDOC	MDOC ADDR=IN1P41c6a01701 LTR CD=GFB4	080518

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
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011023 E18565 \_\_\_\_\_ CONT \_  
\_ 080918 SYSTEM GK00 DELQ DAYS REDUCED FROM 001 TO 000 FOR LOAN(S) 01 080918  
\_ 080918 SYSTEM GK0D X933 PMT CFN EMAIL SENT 081018  
\_ 081018 SYSTEM P099 MONTHLY BILL: NAV E081018  
\_ 081018 SYSTEM P102 STATEMENT BACKER E081018  
\_ 081018 PwrLdr MDOC MDOC ADDR=IN1P41c6dda80a LTR CD=GFB4 081218  
\_ 082818 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E082818  
\_ 082818 PwrLdr MDOC MDOC ADDR=IN1P41c7413e05 LTR CD=GFB4 090918  
\_ 090518 SYSTEM GK0D X933 PMT CFN EMAIL SENT 090618  
\_ 091018 SYSTEM P099 MONTHLY BILL: NAV E091018  
\_ 091018 SYSTEM P102 STATEMENT BACKER E091018  
\_ 091018 PwrLdr MDOC MDOC ADDR=IN1P41c7796597 LTR CD=GFB4 091218  
\_ 092718 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E092718

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565	_____	CONT _
_ 092718	PwrLdr	MDOC MDOC ADDR=IN1P41c7e063c8 LTR CD=GFB4	100218
_ 100318	SYSTEM	GK0D X933 PMT CFN EMAIL SENT	100418
_ 101018	SYSTEM	P099 MONTHLY BILL: NAV	E101018
_ 101018	SYSTEM	P102 STATEMENT BACKER	E101018
_ 101018	PwrLdr	MDOC MDOC ADDR=IN1P41c820902a LTR CD=GFB4	101218
_ 102818	SYSTEM	P374 MONTHLY BILL -NAV E-BILL REMINDER	E102818
_ 102818	PwrLdr	MDOC MDOC ADDR=IN1P41c886838d LTR CD=GFB4	110418
_ 110518	SYSTEM	GK0D X933 PMT CFN EMAIL SENT	110618
_ 111118	SYSTEM	P099 MONTHLY BILL: NAV	E111118
_ 111118	SYSTEM	P102 STATEMENT BACKER	E111118
_ 111118	PwrLdr	MDOC MDOC ADDR=IN1P41c8b47f25 LTR CD=GFB4	111518
_ 111418	MODSTR	G1Q5 X076 - NEW WEB PROMO	111518

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 111418	MODSTR G1Q5 X076	- NEW WEB PROMO	111918
_ 112718	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E112718
_ 112718	PwrLdr MDOC	MDOC ADDR=IN1P41c91c4ac4 LTR CD=GFB4	120218
_ 120518	SYSTEM GK0D X933	PMT CFN EMAIL SENT	120618
_ 121018	SYSTEM P099	MONTHLY BILL: NAV	E121018
_ 121018	SYSTEM P102	STATEMENT BACKER	E121018
_ 121018	PwrLdr MDOC	MDOC ADDR=IN1P41c95bf408 LTR CD=GFB4	121618
_ 122818	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E122818
_ 122818	PwrLdr MDOC	MDOC ADDR=IN1P41c9befd0b LTR CD=GFB4	010719
_ 010319	S41033 C011	GUARANTOR CODE CHANGE	010319
_ 010519	MODSTR GVD5 X892	- TAX STMT WILL SOON BE AVAILABLE	010819
_ 010819	SYSTEM K190	1098-E	E010819

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 010819	LSMB00 TX00	1098-E LTR SENT ON THIS ACCOUNT	010819
_ 010819	SYSTEM GK0D X933	PMT CFN EMAIL SENT	010919
_ 010819	PwrLdr MDOC	MDOC ADDR=IN1P41ca054eaa LTR CD=GFB4	012119
_ 011019	SYSTEM P099	MONTHLY BILL: NAV	E011019
_ 011019	SYSTEM P102	STATEMENT BACKER	E011019
_ 011019	PwrLdr MDOC	MDOC ADDR=IN1P41ca15d1ea LTR CD=GFB4	012319
_ 012819	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E012819
_ 012819	PwrLdr MDOC	MDOC ADDR=IN1P41ca8e0132 LTR CD=GFB4	020719
_ 020519	SYSTEM GK0D X933	PMT CFN EMAIL SENT	020619
_ 021019	SYSTEM P099	MONTHLY BILL: NAV	E021019
_ 021019	SYSTEM P102	STATEMENT BACKER	E021019
_ 021019	PwrLdr MDOC	MDOC ADDR=IN1P41cab9cdc6 LTR CD=GFB4	021319

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.



CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 021719	IVRCSC TK00	IVR Call Information: 02/17/2019 01:00:32 PM. Caller Dialed 8882725543 BORROWER calling.	021719
_ 021719	IVRCSC TK00	TCPA Consent: Yes	021719
_ 021719	CISSUB C101	AUXILIARY PHONE NUMBER CHANGE	021719
_ 021719	CISSUB C101	AUXILIARY PHONE NUMBER CHANGE	021719
_ 021719	MYL2 TW50	LOGIN SUCCESSFUL	021719
_ 021719	MYL2 TX14	BORROWER REQUESTED TAX LETTER FROM WEB SITE	021719
_ 021719	CISPRO C006	ADDRESS CHANGE	021719
_ 022519	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022519
_ 022519	PwrLdr MDOC	MDOC ADDR=IN1P41cb16dcad LTR CD=GFB4	022619
_ 030519	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	030619
_ 031019	SYSTEM P099	MONTHLY BILL: NAV	E031019

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 031019	SYSTEM P102	STATEMENT BACKER	E031019
_ 031019	PwrLdr MDOC	MDOC ADDR=IN1P41cb4b1e91 LTR CD=GFB4	031019
_ 032819	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E032819
_ 032819	PwrLdr MDOC	MDOC ADDR=IN1P41cbddf44b LTR CD=GFB4	042219
_ 040319	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040419
_ 041019	SYSTEM P099	MONTHLY BILL: NAV	E041019
_ 041019	SYSTEM P102	STATEMENT BACKER	E041019
_ 041019	PwrLdr MDOC	MDOC ADDR=IN1P41cc0f0b64 LTR CD=GFB4	041919
_ 042719	MODSTR GVE7	X086 - SYSTEM OUTAGE/CUTOVER CUSTOMER NOTIFICATION	042619
_ 042719	MODSTR GVE7	X086 - SYSTEM OUTAGE/CUTOVER CUSTOMER NOTIFICATION	042619
_ 042719	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E042719
_ 042719	PwrLdr MDOC	MDOC ADDR=IN1P41cc6549e5 LTR CD=GFB4	050219

NSL000052



I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 050219	SYSTEM	GK0D X933 PMT CFN EMAIL SENT	050319
_ 050319	MODSTR	GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT	050619
_ 050619	MYL2	TW50 LOGIN SUCCESSFUL	050619
_ 051019	SYSTEM	P099 MONTHLY BILL: NAV	E051019
_ 051019	SYSTEM	P102 STATEMENT BACKER	E051019
_ 051019	PwrLdr	MDOC MDOC ADDR=IN1P41cc97072f LTR CD=GFB4	051219
_ 051019	PwrLdr	MDOC MDOC ADDR=IN1P41cc97072f LTR CD=GFB4	051219
_ 051019	PwrLdr	MDOC MDOC ADDR=IN1P41cc97072f LTR CD=GFB4	051219
_ 051019	PwrLdr	MDOC MDOC ADDR=IN1P41cc97072f LTR CD=GFB4	051219
_ 052019	MODSTR	G1L8 NRI DRCTMAIL FIRMOFFR LTR NOTFN	052019
_ 052819	SYSTEM	P374 MONTHLY BILL -NAV E-BILL REMINDER	E052819
_ 052819	PwrLdr	MDOC MDOC ADDR=IN1P41ccea90a8 LTR CD=GFB4	053019

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 060519	MODSTR	GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT	060519
_ 060519	SYSTEM	GK0D X933 PMT CFN EMAIL SENT	060619
_ 061019	SYSTEM	P099 MONTHLY BILL: NAV	E061019
_ 061019	SYSTEM	P102 STATEMENT BACKER	E061019
_ 061019	PwrLdr	MDOC MDOC ADDR=IN1P41cd192f26 LTR CD=GFB4	061119
_ 061019	PwrLdr	MDOC MDOC ADDR=IN1P41cd192f26 LTR CD=GFB4	061119
_ 062719	SYSTEM	P374 MONTHLY BILL -NAV E-BILL REMINDER	E062719
_ 062719	PwrLdr	MDOC MDOC ADDR=IN1P41cd69d216 LTR CD=GFB4	063019

NSL000053

\_ 070319 SYSTEM GK0D X933 PMT CFN EMAIL SENT 070419  
\_ 071019 SYSTEM P099 MONTHLY BILL: NAV E071019  
\_ 071019 SYSTEM P102 STATEMENT BACKER E071019  
\_ 071019 PwrLdr MDOC MDOC ADDR=IN1P41cd9d5391 LTR CD=GFB4 071219

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 071019	MODSTR GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT		071219
_ 071019	MODSTR GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT		071219
_ 072419	MODSTR G1L8 NRI DRCTMAIL FIRMOFFR LTR NOTFN		072519
_ 072819	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E072819
_ 072819	PwrLdr MDOC MDOC ADDR=IN1P41cdf05cca LTR CD=GFB4		073019
_ 080619	SYSTEM GK0D X933 PMT CFN EMAIL SENT		080719
_ 081119	SYSTEM P099 MONTHLY BILL: NAV		E081119
_ 081119	SYSTEM P102 STATEMENT BACKER		E081119
_ 081119	PwrLdr MDOC MDOC ADDR=IN1P41ce1b8dab LTR CD=GFB4		092719
_ 082119	MODSTR GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT		091819
_ 082819	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E082819
_ 082819	PwrLdr MDOC MDOC ADDR=IN1P41ce6d0a11 LTR CD=GFB4		100919

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090319	MODSTR G1L8 NRI DRCTMAIL FIRMOFFR LTR NOTFN		091819
_ 090519	SYSTEM GK0D X933 PMT CFN EMAIL SENT		090619
_ 091019	SYSTEM P099 MONTHLY BILL: NAV		E091019
_ 091019	SYSTEM P102 STATEMENT BACKER		E091019

\_ 091019 PwrLdr MDOC MDOC ADDR=IN1P41ce971551 LTR CD=GFB4 100319  
\_ 092519 MODSTR GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT 092619  
\_ 092619 MYL2 TW50 LOGIN SUCCESSFUL 092619  
\_ 092719 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E092719  
\_ 092719 PwrLdr MDOC MDOC ADDR=IN1P41cee49f18 LTR CD=GFB4 092919  
\_ 100319 SYSTEM GK0D X933 PMT CFN EMAIL SENT 100419  
\_ 101019 SYSTEM P099 MONTHLY BILL: NAV E101019  
\_ 101019 SYSTEM P102 STATEMENT BACKER E101019

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 101019	PwrLdr MDOC MDOC ADDR=IN1P41cf127a4c LTR CD=GFB4		101119
_ 101019	PwrLdr MDOC MDOC ADDR=IN1P41cf127a4c LTR CD=GFB4		101119
_ 101819	MODSTR G1L8 NRI DRCTMAIL FIRMOFFR LTR NOTFN		102419
_ 102819	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E102819
_ 102819	PwrLdr MDOC MDOC ADDR=IN1P41cf64bb90 LTR CD=GFB4		120219
_ 102919	MODSTR GRM6 LTR208 NAVIREFI REFINANCE OFFER LETTER SENT		102919
_ 110519	SYSTEM GK0D X933 PMT CFN EMAIL SENT		110619
_ 111019	SYSTEM P099 MONTHLY BILL: NAV		E111019
_ 111019	SYSTEM P102 STATEMENT BACKER		E111019
_ 111019	PwrLdr MDOC MDOC ADDR=IN1P41cf879b70 LTR CD=GFB4		120919
_ 112719	SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER		E112719
_ 112719	PwrLdr MDOC MDOC ADDR=IN1P41cfd63b1f LTR CD=GFB4		120619

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _

NSL000055

_ 120419	SYSTEM	GK0D	X933	PMT	CFN	EMAIL	SENT	120519
_ 121019	SYSTEM	P099		MONTHLY	BILL:	NAV		E121019
_ 121019	SYSTEM	P102		STATEMENT	BACKER			E121019
_ 121019	PwrLdr	MDOC	MDOC	ADDR=IN1P41d00b8a2c	LTR	CD=GFB4		121119
_ 122819	SYSTEM	P374		MONTHLY	BILL	-NAV	E-BILL	REMINDER
_ 122819	PwrLdr	MDOC	MDOC	ADDR=IN1P41d065f7d2	LTR	CD=GFB4		123019
_ 010320	SYSTEM	GK0D	X933	PMT	CFN	EMAIL	SENT	010420
_ 010420	MODSTR	GVD5	X892	-	TAX	STMT	WILL	SOON
_ 010820	SYSTEM	K190		1098-E				E010820
_ 010820	LSMB00	TX00		1098-E	LTR	SENT	ON	THIS
_ 010820	PwrLdr	MDOC	MDOC	ADDR=IN1P41d0a347c4	LTR	CD=GFB4		011620
_ 011020	SYSTEM	P099		MONTHLY	BILL:	NAV		E011120

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
 UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 011020	SYSTEM	P102 STATEMENT BACKER	E011120
_ 011020	PwrLdr	MDOC MDOC ADDR=IN1P41d0b58908 LTR CD=GFB4	011520
_ 012820	SYSTEM	P374 MONTHLY BILL -NAV E-BILL REMINDER	E012820
_ 012820	PwrLdr	MDOC MDOC ADDR=IN1P41d10ebe88 LTR CD=GFB4	013020
_ 020220	MYL2	TW50 LOGIN SUCCESSFUL	020220
_ 020220	MYL2	TX14 BORROWER REQUESTED TAX LETTER FROM WEB SITE	020220
_ 020520	SYSTEM	GK0D X933 PMT CFN EMAIL SENT	020620
_ 021020	SYSTEM	P099 MONTHLY BILL: NAV	E021120
_ 021020	SYSTEM	P102 STATEMENT BACKER	E021120
_ 021020	PwrLdr	MDOC MDOC ADDR=IN1P41d13b65ed LTR CD=GFB4	021220
_ 022620	SYSTEM	P374 MONTHLY BILL -NAV E-BILL REMINDER	E022620
_ 022620	PwrLdr	MDOC MDOC ADDR=IN1P41d18164fe LTR CD=GFB4	022720

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 030520	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	030620
_ 031020	SYSTEM P099	MONTHLY BILL: NAV	E031120
_ 031020	SYSTEM P102	STATEMENT BACKER	E031120
_ 031020	PwrLdr MDOC	MDOC ADDR=IN1P41d1b40bd4 LTR CD=GFB4	031120
_ 031820	MODSTR GUK6	X039-05 - CORONAVIRUS UPDATE EMAIL SNT	031820
_ 032820	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E032820
_ 032820	PwrLdr MDOC	MDOC ADDR=IN1P41d203d6d7 LTR CD=GFB4	033020
_ 040620	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	040720
_ 040720	MODSTR GUL1	X039-06 - 2ND CORONAVIRUS UPDATE EMAIL SNT	040820
_ 040820	MODSTR G1L8	NRI DRCTMAIL FIRMOFFR LTR NOTFN	040920
_ 041020	SYSTEM P099	MONTHLY BILL: NAV	E041120
_ 041020	SYSTEM P102	STATEMENT BACKER	E041120

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 041020	PwrLdr MDOC	MDOC ADDR=IN1P41d22a9dc9 LTR CD=GFB4	041120
_ 042620	MYL2 TW50	LOGIN SUCCESSFUL	042620
_ 042620	MYL2 TW50	LOGIN SUCCESSFUL	042620
_ 042720	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E042720
_ 042720	PwrLdr MDOC	MDOC ADDR=IN1P41d277b5a5 LTR CD=GFB4	042820
_ 050520	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	050620
- 051020	SYSTEM P099	MONTHLY BILL: NAV	E051020
- 051020	SYSTEM P102	STATEMENT BACKER	E051020
- 051020	PwrLdr MDOC	MDOC ADDR=IN1P41d299ce6c LTR CD=GFB4	051120
- 052820	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E052820
- 052820	PwrLdr MDOC	MDOC ADDR=IN1P41d2eb357c LTR CD=GFB4	053020
- 060820	SYSTEM GP00	UNDPMT INSTR: ALIGNDLNQ DFLT=Y	060820

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.



CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 060820	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	060920
_ 061020	SYSTEM P099	MONTHLY BILL: NAV	E061120
_ 061020	SYSTEM P102	STATEMENT BACKER	E061120
_ 061020	PwrLdr MDOC	MDOC ADDR=IN1P41d317210e LTR CD=GFB4	061120
_ 062720	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E062720
_ 062720	PwrLdr MDOC	MDOC ADDR=IN1P41d35a2b96 LTR CD=GFB4	062920
_ 070120	MODSTR GRM6	LTR208 NAVIREFI REFINANCE OFFER LETTER SENT	070920
_ 070620	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	070720
_ 071020	SYSTEM P099	MONTHLY BILL: NAV	E071120
_ 071020	SYSTEM P102	STATEMENT BACKER	E071120
_ 071020	PwrLdr MDOC	MDOC ADDR=IN1P41d37d81b8 LTR CD=GFB4	071220
_ 072820	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E072820

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 072820	PwrLdr MDOC	MDOC ADDR=IN1P41d3cc7d47 LTR CD=GFB4	072920
_ 080420	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	080520
- 081020	SYSTEM P099	MONTHLY BILL: NAV	E081120
- 081020	SYSTEM P102	STATEMENT BACKER	E081120
_ 081020	PwrLdr MDOC	MDOC ADDR=IN1P41d3ec8244 LTR CD=GFB4	081120
_ 081120	MYL2 TW50	LOGIN SUCCESSFUL	081120
- 081120	IVRCSC TK00	IVR Call Information: 08/11/2020 11:35:00 AM. Call er Dialed 8882725543 BORROWER calling.	081120
_ 081120	C66495 TK00	TCPA Consent Auto Presented	081120
_ 081120	C66495 TK00	Borrower phone contact re: Reviewed Account	081120
- 081120	C66495 TK00	Borr called adv loans not elig for cares act, adv we are still awaiting directives from DOE.	081120

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 082820	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E082820
_ 082820	PwrLdr MDOC	MDOC ADDR=IN1P41d43a5520 LTR CD=GFB4	082920
_ 090320	SYSTEM GK0D	X933 PMT CFN EMAIL SENT	090420
_ 090920	IVRCSC TK00	IVR Call Information: 09/09/2020 11:02:09 AM. Call er Dialed 8882725543 BORROWER calling.	090920
_ 090920	C52813 TK00	Cares-S - IBR model / Total Children: 0/ Total oth er Dependents: 0/ Bor Num: 1/ Marital Status: S/ B or AGI: \$40,200.00/ Bor Ext Ln Bal: \$0.00/ IBR	090920
_ 090920	C52813 TK00	New MPA: \$263.25	090920
_ 090920	C52813 TK00	Cares-S - ISR model / Reduced Pymt Forb: N / % Mon thly Income: 21% - 25% / Monthly Income: \$3,300.00 / New MPA: \$693.00	090920

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090920	C52813 TK00	CARES - Borrower may lose FFELP benefits due to fo rb for suffix 1	090920
_ 090920	C52813 C004	PAYMENT DUE DAY CHANGE	090920
_ 090920	C52813 GH00	PRCSD FORV FRM 090820 TO 100720	090920
_ 090920	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	090920
_ 090920	C52813 TF09	BORR REQ FORB/FIN HARDSHP;B AGREED TO TERMS ORALLY	090920
_ 090920	C52813 F146	FORBEARANCE APPROVED - SYSTEM	E090920
_ 090920	C52813 K119	EXAMPLE OF INTEREST CALCULATIONS	E090920
_ 090920	C52813 K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E090920

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\_ 090920 C52813 TK00 CARES - Processed Verbal Forbearance. 090920  
\_ 090920 C52813 GHD1 PERMISSIONS WINDOW OPENED BY AGENT 090920  
\_ 090920 C52813 TK00 TCPA Consent Auto Presented 090920

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090920	C52813 TK00	TCPA Consent Auto Presented	090920
_ 090920	C52813 C525	BORROWER ALT PHONE/EXT CHANGED	090920
_ 090920	CISSUB C525	BORROWER ALT PHONE/EXT CHANGED	090920
_ 090920	CISSUB C101	AUXILIARY PHONE NUMBER CHANGE	090920
_ 090920	C52813 C005	BORROWER PRIM PHONE NUM CHANGED	090920
_ 090920	C52813 C005	BORROWER PRIM PHONE NUM CHANGED	090920
_ 090920	C52813 C525	BORROWER ALT PHONE/EXT CHANGED	090920
_ 090920	C52813 TK00	Cares-S - IBR model / Total children: 0/ Total oth er Dependents: 0/ Bor Num: 1/ Marital Status: S/ B or AGI: \$40,200.00/ Bor Ext Ln Bal: \$0.00/ IBR	090920
_ 090920	C52813 TK00	New MPA: \$263.25	090920

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090920	C52813 TK00	Cares-S - ISR model / Reduced Pymt Forb: N / % Mon thly Income: 21% - 25% / Monthly Income: \$3,300.00 / New MPA: \$693.00	090920
_ 090920	C52813 TK00	b wanting to postpone the payment for 1 month only , he will be moving across the country in two days	090920

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. and he just need time ot get everything  
\_ 090920 C52813 TK00 situated. and he eill be underpoing open heart su 090920  
rgery soon  
\_ 090920 C52813 TK00 Borrower phone contact re: Reviewed Account, Updat 090920  
ed Demographics  
\_ 090920 C52813 G134 PHONE NUMBER RMVD; INELIGIBLE FOR FUTURE USE 090920  
\_ 090920 SYSTEM H204 CHANGE IN TERMS LETTER - NAV E090920

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090920	SYSTEM P099	MONTHLY BILL: NAV	E090920
_ 090920	SYSTEM P102	STATEMENT BACKER	E090920
_ 090920	PwrLdr MDOC	MDOC ADDR=IN1P41d4570852 LTR CD=GFB4	091020
_ 090920	PwrLdr MDOC	MDOC ADDR=IN1P41d4570855 LTR CD=GFB4	091020
_ 090920	PwrLdr MDOC	MDOC ADDR=IN1P41d4570a76 LTR CD=GFB4	091020
_ 091220	SYSTEM C138	UNIQUE-ID UPDATED	091220
_ 092320	MYL2 TW50	LOGIN SUCCESSFUL	092320
_ 092320	MYL2 TX14	BORROWER REQUESTED TAX LETTER FROM WEB SITE	092320
_ 092320	CISPRO C006	ADDRESS CHANGE	092320
_ 100820	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	100820
_ 100920	MODSTR G12E	X105 COVID RELIEF OPTS AVAIL EMAIL SENT	101220
_ 101120	SYSTEM P099	MONTHLY BILL: NAV	E101120

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

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CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 101120	SYSTEM P102	STATEMENT BACKER	E101120

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\_ 101120 PwrLdr MDOC MDOC ADDR=IN1P41d4c6af4b LTR CD=GFB4 101220  
 \_ 102820 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E102820  
 \_ 102820 PwrLdr MDOC MDOC ADDR=IN1P41d514e748 LTR CD=GFB4 102920  
 \_ 111020 SYSTEM P099 MONTHLY BILL: NAV E111020  
 \_ 111020 SYSTEM P102 STATEMENT BACKER E111020  
 \_ 111020 PwrLdr MDOC MDOC ADDR=IN1P41d53594b5 LTR CD=GFB4 111120  
 \_ 112720 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E112720  
 \_ 112720 PwrLdr MDOC MDOC ADDR=IN1P41d57c5672 LTR CD=GFB4 112820  
 \_ 120220 MODSTR GK0D X933 PMT CFN EMAIL SENT 120220  
 \_ 120720 MYL2 TW50 LOGIN SUCCESSFUL 120720  
 \_ 120720 MYL2 GTB3 WEB CALLBACK LINK DISPLAYED TO USER 120720

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
 UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 120720	MYL2 GTD8	CUST CLICKS CALL SCHED LNK DHAR PAGE	120720
_ 120720	IVRCSC TK00	IVR Call Information: 12/07/2020 02:42:11 PM. Call er Dialed 8882725543 BORROWER calling.	120720
_ 120720	E93620 GH00	PRCSD FORV FRM 120720 TO 020721	120720
_ 120720	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	120720
_ 120720	E93620 TF09	BORR REQ FORB/FIN HARDSHP;B AGREED TO TERMS ORALLY	120720
_ 120720	E93620 F146	FORBEARANCE APPROVED - SYSTEM	E120720
_ 120720	E93620 K119	EXAMPLE OF INTEREST CALCULATIONS	E120720
_ 120720	E93620 K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E120720
_ 120720	E93620 GH00	RMVD FORV FRM 120720 TO 020721	120720
_ 120720	E93620 TD60	BORR CONTACT, VAP, ADVISED DELINQUENCY	C120720

ID #:239

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I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

DATE	SOURCE	UNITY CD	MESSAGE	PST/RESOLVE
011023	E18565			CONT _
_ 120720	E93620	TK00	Borrower phone contact re: Reviewed Account, * Adv	120720
			ised timeframes	
_ 120720	E93620	TK00	was trying to do forbearance but bwr disconnected	120720
			before reading script	
_ 120720	IVRCSC	TK00	IVR Call Information: 12/07/2020 02:50:32 PM. Call	120720
			er Dialed 8882725543 BORROWER calling.	
_ 120720	C67895	GH00	PRCSD FUTR FORV FRM 120820 TO 020721	120720
_ 120720	C67895	F045	VERBAL FORB APPROVED -SYSTEM	E120720
_ 120720	C67895	K119	EXAMPLE OF INTEREST CALCULATIONS	E120720
_ 120720	C67895	K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E120720
_ 120720	C67895	K008	DIFFICULTY MAKING PAYMENTS	E120820
_ 120720	C67895	TK00	Advised Navient.com	120720

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_ \_ \_ \_ PG \_ OWN \_ ST \_ GU \_ LN \_ DT \_ \_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_ CLASS CD \_ \_ LOANS SELECTED 1.....  
UNITY CD \_ \_

DATE	SOURCE	UNITY CD	MESSAGE	PST/RESOLVE
011023	E18565			CONT _
_ 120720	C67895	TK00	Borrower phone contact re: Reviewed Account	120720
_ 120720	C67895	TK00	called in to continue the disconnected conversatio	120720
			n with the previous agent. procssed 2months forb a	
			s per b request next payment due date advised	
_ 120720	SYSTEM	H204	CHANGE IN TERMS LETTER - NAV	E120720
_ 120720	SYSTEM	P099	MONTHLY BILL: NAV	E120720
_ 120720	SYSTEM	P102	STATEMENT BACKER	E120720
- 120720	PwrLdr	MDOC	MDOC ADDR=IN1P41d597fc4b LTR CD=GFB4	120820
- 120720	PwrLdr	MDOC	MDOC ADDR=IN1P41d597fc4d LTR CD=GFB4	120820
- 120720	PwrLdr	MDOC	MDOC ADDR=IN1P41d597fc5a LTR CD=GFB4	120820
- 120720	PwrLdr	MDOC	MDOC ADDR=IN1P41d597fc5d LTR CD=GFB4	120820
- 120720	PwrLdr	MDOC	MDOC ADDR=IN1P41d597fc62 LTR CD=GFB4	120820

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	120820	SYSTEM F146	FORBEARANCE APPROVED - SYSTEM	E120820
_	120820	SYSTEM K119	EXAMPLE OF INTEREST CALCULATIONS	E120820
_	120820	SYSTEM K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E120820
_	120820	PwrLdr MDOC	MDOC ADDR=IN1P41d59aeae LTR CD=GFB4	120920
_	122420	SYSTEM H204	CHANGE IN TERMS LETTER - NAV	E122420
_	122420	SYSTEM P099	MONTHLY BILL: NAV	E122420
_	122420	SYSTEM P102	STATEMENT BACKER	E122420
_	122420	PwrLdr MDOC	MDOC ADDR=IN1P41d5e25198 LTR CD=GFB4	122520
_	122420	PwrLdr MDOC	MDOC ADDR=IN1P41d5e251c0 LTR CD=GFB4	122520
_	122920	MODSTR GVD5	X892 - TAX STMT WILL SOON BE AVAILABLE	122920
_	011021	SYSTEM K190	1098-E	E011021
_	011021	LSMB00 TX00	1098-E LTR SENT ON THIS ACCOUNT	011021

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	011021	PwrLdr MDOC	MDOC ADDR=IN1P41d6291d46 LTR CD=GFB4	011421
_	020821	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	020821
_	020821	SYSTEM P099	MONTHLY BILL: NAV	E020821
-	020821	SYSTEM P102	STATEMENT BACKER	E020821
-	020821	PwrLdr MDOC	MDOC ADDR=IN1P41d6a0876e LTR CD=GFB4	020921
_	021021	MYL2 TW50	LOGIN SUCCESSFUL	021021
_	021021	MYL2 TX14	BORROWER REQUESTED TAX LETTER FROM WEB SITE	021021
_	022521	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022521
_	022521	PwrLdr MDOC	MDOC ADDR=IN1P41d6e7dd17 LTR CD=GFB4	022621
_	030521	MODSTR GK0D	X933 PMT CFN EMAIL SENT	030521
_	031021	SYSTEM P099	MONTHLY BILL: NAV	E031021
_	031021	SYSTEM P102	STATEMENT BACKER	E031021

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

NSL000064

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_  
DATE SOURCE MESSAGE PST/RESOLVE  
011023 E18565 \_\_\_\_\_ CONT \_  
\_ 031021 PwrLdr MDOC MDOC ADDR=IN1P41d7118a76 LTR CD=GFB4 031121  
\_ 032821 SYSTEM P374 MONTHLY BILL -NAV E-BILL REMINDER E032821  
\_ 032821 PwrLdr MDOC MDOC ADDR=IN1P41d75b30d6 LTR CD=GFB4 033021  
\_ 040721 MODSTR GK0D X933 PMT CFN EMAIL SENT 040721  
\_ 041121 SYSTEM P099 MONTHLY BILL: NAV E041121  
\_ 041121 SYSTEM P102 STATEMENT BACKER E041121  
\_ 041121 PwrLdr MDOC MDOC ADDR=IN1P41d778a0a0 LTR CD=GFB4 041221  
\_ 041221 IVRCSC TK00 IVR Call Information: 04/12/2021 02:26:41 PM. Call 041221  
er Dialed 8882725543 BORROWER calling.  
\_ 041221 C51287 K008 DIFFICULTY MAKING PAYMENTS E041321  
\_ 041221 C51287 TK00 CARES - Borrower may lose FFELP benefits due to fo 041221  
rb for suffix 1

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_  
DATE SOURCE MESSAGE PST/RESOLVE  
011023 E18565 \_\_\_\_\_ CONT \_  
\_ 041221 C51287 GH00 PRCSO FORV FRM 040821 TO 060721 041221  
\_ 041221 SYSTEM C080 CAP FREQUENCY INDICATOR CHANGE 041221  
\_ 041221 C51287 TF09 BORR REQ FORB/FIN HARDSHP;B AGREED TO TERMS ORALLY 041221  
\_ 041221 C51287 F146 FORBEARANCE APPROVED - SYSTEM E041221  
\_ 041221 C51287 K119 EXAMPLE OF INTEREST CALCULATIONS E041221  
\_ 041221 C51287 K305 DIFFICULTY MAKING PAYMENTS DISCLOSURE E041221  
\_ 041221 C51287 TK00 CARES - Processed Verbal Forbearance. 041221  
\_ 041221 C51287 TK00 CARES - Advised agent that multiple suffixes exist 041221  
ed.  
\_ 041221 C51287 TK00 Forbearance Question/ Request 041221

NSL000065

\_ 041221 C51287 TK00 Borrower phone contact re: Reviewed Account 041221

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 041221	C51287 TK00	borrower ci asking for a shortterm forv process bor r okd	041221
_ 041221	PwrLdr MDOC	MDOC ADDR=IN1P41d7879366 LTR CD=GFB4	041321
_ 041221	PwrLdr MDOC	MDOC ADDR=IN1P41d7879374 LTR CD=GFB4	041321
_ 041321	MODSTR GEP6	X020 CX TRIGGER SURVEY EMAIL SENT	041321
_ 042321	SYSTEM H204	CHANGE IN TERMS LETTER - NAV	E042321
_ 042321	SYSTEM P099	MONTHLY BILL: NAV	E042321
_ 042321	SYSTEM P102	STATEMENT BACKER	E042321
_ 042321	PwrLdr MDOC	MDOC ADDR=IN1P41d7af62b3 LTR CD=GFB4	042421
_ 042321	PwrLdr MDOC	MDOC ADDR=IN1P41d7af62ba LTR CD=GFB4	042421
_ 042821	MODSTR GVE7	X086 - SYSTEM OUTAGE/CUTOVER CUSTOMER NOTIFICATION	042921
_ 060821	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	060821

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI ID #:240  
C926 S:53-CX-05200-MFH-V2 Document 30-4 Filed 08/01/13 Page 85 of 103 Page  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 060821	SYSTEM P099	MONTHLY BILL: NAV	E060821
_ 060821	SYSTEM P102	STATEMENT BACKER	E060821
_ 060821	PwrLdr MDOC	MDOC ADDR=IN1P41d84199f7 LTR CD=GFB4	061021
_ 060921	MYL2 TW50	LOGIN SUCCESSFUL	060921
_ 062721	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E062721
_ 062721	PwrLdr MDOC	MDOC ADDR=IN1P41d889c7ab LTR CD=GFB4	063021

NSL000066

\_ 070821 MODSTR GK0D X933 PMT CFN EMAIL SENT 070821  
\_ 071121 SYSTEM P099 MONTHLY BILL: NAV E071121  
\_ 071121 SYSTEM P102 STATEMENT BACKER E071121  
\_ 071121 MYL2 TW50 LOGIN SUCCESSFUL 071121  
\_ 071121 MYL2 GMD2 COMMERCIAL MEDIA SERVER LINK SELECTED 071121  
\_ 071121 MYL2 TW50 LOGIN SUCCESSFUL 071121

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 071121	PwrLdr MDOC	MDOC ADDR=IN1P41d8aa26e7 LTR CD=GFB4	071221
_ 072821	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E072821
_ 072821	PwrLdr MDOC	MDOC ADDR=IN1P41d8f43e6f LTR CD=GFB4	073021
_ 080521	MODSTR GK0D	X933 PMT CFN EMAIL SENT	080521
_ 081021	SYSTEM P099	MONTHLY BILL: NAV	E081021
_ 081021	SYSTEM P102	STATEMENT BACKER	E081021
_ 081021	PwrLdr MDOC	MDOC ADDR=IN1P41d9157825 LTR CD=GFB4	081221
_ 082821	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E082821
_ 082821	PwrLdr MDOC	MDOC ADDR=IN1P41d9581d33 LTR CD=GFB4	083021
_ 090821	SYSTEM GP00	UNDPMT INSTR: MOSTMPA DFLT=Y	090821
_ 090921	MODSTR GK0D	X933 PMT CFN EMAIL SENT	090921
_ 091021	SYSTEM P099	MONTHLY BILL: NAV	E091021

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 091021	SYSTEM P102	STATEMENT BACKER	E091021
_ 092721	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E092721



\_ 092721 PwrLdr MDOC MDOC ADDR=IN1P41d9ab98a7 LTR CD=GFB4 100921  
 \_ 092821 IVRCSC TK00 IVR Call Information: 09/28/2021 01:26:44 PM. Call 092821  
 er Dialed 8882725543 BORROWER calling.  
 \_ 092821 C49246 TK00 CARES - Borrower may lose FFELP benefits due to fo 092821  
 rb for suffix 1  
 \_ 092821 C49246 GH00 PRCSO FORV FRM 090821 TO 110721 092821  
 \_ 092821 SYSTEM C080 CAP FREQUENCY INDICATOR CHANGE 092821  
 \_ 092821 C49246 TF09 BORR REQ FORB/FIN HARDSHP;B AGREED TO TERMS ORALLY 092821  
 \_ 092821 C49246 F146 FORBEARANCE APPROVED - SYSTEM E092821  
 \_ 092821 C49246 K119 EXAMPLE OF INTEREST CALCULATIONS E092821

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
 UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 092821	C49246 K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E092821
_ 092821	C49246 TK00	CARES - Processed Verbal Forbearance.	092821
_ 092821	C49246 TK00	CARES - Advised agent that multiple suffixes exist ed.	092821
_ 092821	C49246 GHD1	PERMISSIONS WINDOW OPENED BY AGENT	092821
_ 092821	C49246 TK00	Forbearance Question/ Request	092821
_ 092821	C49246 TK00	Advised Navient.com	092821
_ 092821	C49246 TK00	Payment Question/Prob	092821
_ 092821	C49246 TK00	Borrower phone contact re: Reviewed Account	092821
_ 092821	C49246 TK00	borr unable to give amnt of taxable income to chec k on other opt just wanted 2 mos of forv.declined lower payment	092821

ID #:245  
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I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
 UNITY CD \_\_\_\_\_



DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 092821	SYSTEM H204	CHANGE IN TERMS LETTER - NAV	E092821
_ 092821	SYSTEM P099	MONTHLY BILL: NAV	E092821
_ 092821	SYSTEM P102	STATEMENT BACKER	E092821
_ 092821	PwrLdr MDOC	MDOC ADDR=IN1P41d9b1d041 LTR CD=GFB4	101221
_ 092821	PwrLdr MDOC	MDOC ADDR=IN1P41d9b1d06a LTR CD=GFB4	101221
_ 092821	PwrLdr MDOC	MDOC ADDR=IN1P41d9b1d071 LTR CD=GFB4	101221
_ 110821	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	110921
_ 110821	SYSTEM P099	MONTHLY BILL: NAV	E110921
_ 110821	SYSTEM P102	STATEMENT BACKER	E110921
_ 110821	PwrLdr MDOC	MDOC ADDR=IN1P41da25e37f LTR CD=GFB4	111021
_ 112721	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E112721
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112721	PwrLdr MDOC	MDOC ADDR=IN1P41de6ab4d9 LTR CD=GFB4	053122
_ 112921	IVRCSC TK00	IVR Call Information: 11/29/2021 12:25:48 PM. Call er Dialed 8882725543 BORROWER calling.	112921
- 112921	C73201 TK00	Cares ID# 243-IBR model / Total Children: 0/ Total oth er Dependents: 0/ Bor Num: 1/ Marital Status: S/ B or AGI: \$60,000.00/ Bor Ext Ln Bal: \$0.00/ IBR	112921
_ 112921	C73201 TK00	New MPA: \$508.50	112921

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 112921	C73201 TK00	Cares-S - ISR model / Reduced Pymt Forb: N / % Mon thly Income: 0% / Monthly Income: / New MPA: Inel ig	112921
_ 112921	C73201 TK00	CARES - Borrower may lose FFELP benefits due to fo rb for suffix 1	112921
_ 112921	C73201 GH00	PRCSD FORV FRM 110821 TO 120721	112921
_ 112921	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	112921
_ 112921	C73201 TF09	BORR REQ FORB/FIN HARDSHP;B AGREED TO TERMS ORALLY	112921
_ 112921	C73201 F146	FORBEARANCE APPROVED - SYSTEM	E112921
_ 112921	C73201 K119	EXAMPLE OF INTEREST CALCULATIONS	E112921
_ 112921	C73201 K305	DIFFICULTY MAKING PAYMENTS DISCLOSURE	E112921
_ 112921	C73201 TK00	CARES - Processed Verbal Forbearance.	112921

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 112921	C73201 GHD1	PERMISSIONS WINDOW OPENED BY AGENT	112921
_ 112921	C73201 GJ97	ADJUSTED ACCT DURING BORR CONTACT WITH CALL CENTER	C112921
_ 112921	C73201 TK00	IBR	112921
_ 112921	C73201 TK00	Borrower phone contact re: Reviewed Account	112921
- 112921	C73201 TK00	bci to postpone his payment, put acct on forv, pr eq for IDR, npdd 1/07/2022	112921
_ 112921	SYSTEM H204	CHANGE IN TERMS LETTER - NAV	E113021
_ 112921	SYSTEM P099	MONTHLY BILL: NAV	E113021
_ 112921	SYSTEM P102	STATEMENT BACKER	E113021
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41da703255 LTR CD=GFB4	120221
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41da70331a LTR CD=GFB4	120221
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41da70337d LTR CD=GFB4	120221

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

NSL000070

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41de6b3a6d LTR CD=GFB4	053122
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41de6b3a89 LTR CD=GFB4	053122
_ 112921	PwrLdr MDOC	MDOC ADDR=IN1P41de6b3c55 LTR CD=GFB4	053122
_ 120121	IVRCSC TK00	IVR Call Information: 12/01/2021 02:30:11 PM. Call er Dialed 8882725543 BORROWER calling.	120121
_ 120121	IVRCSC GPU1	PROVIDED SAME DAY PIF AMOUNT	120121
_ 120121	IVRCSC TK00	Spoke Today's Loan ID 1000212487824101 Payoff Balan ce: \$155357.45	120121
_ 120121	IVRCSC TK00	IVR Call Information: 12/01/2021 07:04:16 PM. Call er Dialed 8882725543 BORROWER calling.	120121
_ 120121	C67998 TK00	Borrower phone contact re: Reviewed Account	120121

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).

PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_

SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....

UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
- 120121	C67998 TK00	bci asking regarding the status of the account / a dv accordingly / provided the loan locator phone number for the borr can locate his other loan	120121
_ 120121	C67998 TK00	outside Navient	120121
_ 120221	MODSTR GEP6	X020 CX TRIGGER SURVEY EMAIL SENT	120221
_ 120821	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	120921
_ 121021	SYSTEM P099	MONTHLY BILL: NAV	E121121
_ 121021	SYSTEM P102	STATEMENT BACKER	E121121
_ 121021	PwrLdr MDOC	MDOC ADDR=IN1P41da8be0fb LTR CD=GFB4	121421
_ 122821	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E122821
_ 122821	PwrLdr MDOC	MDOC ADDR=IN1P41daedaf92 LTR CD=GFB4	010322

NSL000071

\_ 010622 MODSTR GK0D X933 PMT CFN EMAIL SENT

010622

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_ \_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_ \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 010822	SYSTEM K190	1098-E	E010822
_ 010822	LSMB00 TX00	1098-E LTR SENT ON THIS ACCOUNT	010822
_ 010822	PwrLdr MDOC	MDOC ADDR=IN1P41db193ed8 LTR CD=GFB4	011222
_ 010822	PwrLdr MDOC	MDOC ADDR=IN1P41de74fdf2 LTR CD=GFB4	060122
_ 010822	PwrLdr MDOC	MDOC ADDR=IN1P41de74fdf2 LTR CD=GFB4	060122
_ 011022	SYSTEM P099	MONTHLY BILL: NAV	E011122
_ 011022	SYSTEM P102	STATEMENT BACKER	E011122
_ 011022	PwrLdr MDOC	MDOC ADDR=IN1P41de28853a LTR CD=GFB4	051122
_ 011022	PwrLdr MDOC	MDOC ADDR=IN1P41de28853a LTR CD=GFB4	051122
_ 011022	PwrLdr MDOC	MDOC ADDR=IN1P41de28853a LTR CD=GFB4	051122
_ 011022	PwrLdr MDOC	MDOC ADDR=IN1P41de28853a LTR CD=GFB4	051122
_ 011022	PwrLdr MDOC	MDOC ADDR=IN1P41de28853a LTR CD=GFB4	051122

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_ \_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_ \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 012822	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E012822
_ 012822	PwrLdr MDOC	MDOC ADDR=IN1P41dbaacca2 LTR CD=GFB4	013122
_ 020822	MODSTR GK0D	X933 PMT CFN EMAIL SENT	020822
_ 021022	SYSTEM P099	MONTHLY BILL: NAV	E021122
_ 021022	SYSTEM P102	STATEMENT BACKER	E021122
_ 021022	PwrLdr MDOC	MDOC ADDR=IN1P41dc24417f LTR CD=GFB4	021422
_ 022522	SYSTEM P374	MONTHLY BILL -NAV E-BILL REMINDER	E022522

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\_ 022522 PwrLdr MDOC MDOC ADDR=IN1P41dcc3e727 LTR CD=GFB4 030122  
\_ 022522 PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4 060322  
\_ 022522 PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4 060322  
\_ 022522 PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4 060322  
\_ 022522 PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4 060322

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 022522	PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4		060322
_ 022522	PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4		060322
_ 022522	PwrLdr MDOC MDOC ADDR=IN1P41de7e4785 LTR CD=GFB4		060322
_ 022622	IVRCSC TK00 IVR Call Information: 02/26/2022 02:54:29 PM. call er Dialed 8882725543 BORROWER calling.		022622
_ 022622	MYL2 TW50 LOGIN SUCCESSFUL		022622
_ 022622	MYL2 GTB3 WEB CALLBACK LINK DISPLAYED TO USER		022622
_ 022622	MYL2 TX00 GEN FORB REASON=FIN DIFF RQST FORB START=03/22 RQS T FORB END=05/22		022622
_ 022622	E20739 MF00 RECVD FORB; PROCESSED		022822
_ 022822	E20739 C063 STATUS END DATE CHANGE		022822
_ 022822	E20739 GH00 PRCSN FORB FRM 020822 TO 050722		022822

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 022822	SYSTEM C080 CAP FREQUENCY INDICATOR CHANGE		022822
_ 022822	E20739 F146 FORBEARANCE APPROVED - SYSTEM		E022822
_ 022822	E20739 K119 EXAMPLE OF INTEREST CALCULATIONS		E022822

\_ 022822 E20739 K305 DIFFICULTY MAKING PAYMENTS DISCLOSURE E022822  
\_ 022822 E20739 MF00 BSA ID:15282 0228202275742 - PROCESSED BY PAC 022822  
\_ 022822 IVRCSC TK00 IVR Call Information: 02/28/2022 01:39:02 PM. Call 022822  
er Dialed 8882725543 BORROWER calling.  
\_ 022822 C77252 TK00 Advised Navient.com 022822  
\_ 022822 C77252 TK00 Borrower phone contact re: Reviewed Account, \* Adv 022822  
ised timeframes

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 022822	C77252 TK00	bci to ask for a forbearance adv that his loan is alrdy on the temp hold until june adv that he rc v the confirmation leter for FORV	022822
_ 022822	PwrLdr MDOC	MDOC ADDR=IN1P41dcd262af LTR CD=GFB4	030222
_ 032322	SYSTEM H204	CHANGE IN TERMS LETTER - NAV	E032422
_ 032322	SYSTEM P099	MONTHLY BILL: NAV	E032422
_ 032322	SYSTEM P102	STATEMENT BACKER	E032422
_ 032322	PwrLdr MDOC	MDOC ADDR=IN1P41ddfd9707 LTR CD=GFB4	050522
_ 032322	PwrLdr MDOC	MDOC ADDR=IN1P41ddfd9707 LTR CD=GFB4	050522
_ 032322	PwrLdr MDOC	MDOC ADDR=IN1P41ddfd9707 LTR CD=GFB4	050522
_ 032322	PwrLdr MDOC	MDOC ADDR=IN1P41ddfd9707 LTR CD=GFB4	050522
_ 032322	PwrLdr MDOC	MDOC ADDR=IN1P41ddfd9707 LTR CD=GFB4	050522

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
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NSL000074



011023	E18565	_____	_____	_____	_____	_____	_____	_____	CONT	__
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9707	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9707	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 032322	PwrLdr	MDOC	MDOC	ADDR=IN1P41ddfd9a51	LTR	CD=GFB4			050522	
_ 033122	MYL2	TW50	LOGIN	SUCCESSFUL					033122	
_ 033122	MYL2	TX14	BORROWER	REQUESTED TAX LETTER FROM WEB SITE					033122	
_ 043022	MYL2	TW50	LOGIN	SUCCESSFUL					043022	

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565	_____	CONT
_ 050622	MYL2	TW50 LOGIN SUCCESSFUL	050622
_ 050822	SYSTEM	C080 CAP FREQUENCY INDICATOR CHANGE	050822
_ 050822	SYSTEM	P099 MONTHLY BILL: NAV	E050822
_ 050822	SYSTEM	P102 STATEMENT BACKER	E050822
_ 050822	PwrLdr	MDOC MDOC ADDR=IN1P41ded5047e LTR CD=GFB4	061522
_ 050822	PwrLdr	MDOC MDOC ADDR=IN1P41ded5047e LTR CD=GFB4	061522
_ 050822	PwrLdr	MDOC MDOC ADDR=IN1P41ded5047e LTR CD=GFB4	061522
_ 050822	PwrLdr	MDOC MDOC ADDR=IN1P41ded5047e LTR CD=GFB4	061522
_ 051822	E19127	GH00 PRCSO FORM FRM 051322 TO 090922	051822
- 051822	E19127	GLL4 120SUBP# 240 120-DAY SUSPENSION PERIOD	051822

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253

NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	051822	E19127 GL00	051722 RCVD TPD FROM NELNET: RONALD AMBROSETTI DOB 063045 120SUSP SUSP START 051322 SUSP END 090922	051822
_	051822	E19127 GL00	PROCESSED SUSPENSION	051822
_	051822	E19127 GL00	BSA ID:16055 0518202273028 - PROCESSED BY PAC	051822
_	051922	E18328 GH00	ADJUSTED FORM END DT FRM 090922 TO 051732	051922
_	051922	E18328 GLL5	INDEFSUSP * INDEFINITE SUSPENSION PERIOD	051922
_	051922	E18328 GL00	051822 RCVD TPD FROM NELNET: RONALD AMBROSETTI DOB 063045 INDEFSUSP SUSP START 051822	051922
_	051922	E18328 GL00	PROCESSED 10 YR SUSPENSION	051922
_	051922	E18328 GL00	BSA ID:16055 0519202271534 - PROCESSED BY PAC	051922

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23  
>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

	DATE	SOURCE	MESSAGE	PST/RESOLVE
	011023	E18565		CONT _
_	060122	SYSTEM P263	SEMI-ANNUAL INTEREST STATEMENT FORB	E060222
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060122	PwrLdr MDOC	MDOC ADDR=IN1P41df23a824 LTR CD=GFB4	062322
_	060822	E18328 GH00	ADJUSTED FORM END DT FRM 051732 TO 060622	060822
_	060822	E18328 GH00	PRCSD FORA FRM 060722 TO 060623	060822
_	060822	SYSTEM C080	CAP FREQUENCY INDICATOR CHANGE	060822
_	060822	E18328 GL00	NEW CLAIM DISABLED	060822
_	060822	E18328 GL00	CLAIM TYPE IS DIS	060822

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.



CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 060822	E18328 GL00	NOTIFY DATE IS 2022-06-07	060822
_ 060822	E18328 GL00	DI EFF DATE IS 2022-05-12	060822
_ 060822	E18328 GL00	CLAIM ASSIGN ID CHANGED FROM TO FLE	060822
_ 060822	E18328 GLL6	APPAPPR * APPLICATION APPROVED	060822
_ 060822	E18328 GL00	060722 RCVD TPD FROM NELNET: RONALD AMBROSETTI DOB 063045 APPAPPR TYPE: STD TPD DT: 051222 APV 060622	060822
_ 060822	E18328 GL00	BSA ID:16055 0608202273201 - PROCESSED BY PAC	060822
_ 061522	MODSTR GMR6	PSLF LWO EMAIL	061522
_ 061622	MYL2 TW50	LOGIN SUCCESSFUL	061622
_ 061622	IVRCSC TK00	IVR Call Information: 06/16/2022 02:09:32 PM. Call er Dialed 8882725543 BORROWER calling.	061622

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 061622	C79978 TD00	provide number of guarantor, due to the acct is in postment for the disabled brr and asking for refund <small>C926 S:53-CA-05200-MFH-V2 DocId:304 E169 0610153 B906 03 01 103 B906</small>	061622
_ 061622	C79978 TK00	Borrower phone contact re: Reviewed Account, * Advised timeframes	061622
_ 061722	IVRCSC TK00	IVR Call Information: 06/17/2022 01:46:26 PM. Call er Dialed 8882725543 BORROWER calling.	061722
_ 061722	IVRCSC TK00	TCPA Consent: No	061722
_ 061722	CISSUB C101	AUXILIARY PHONE NUMBER CHANGE	061722
_ 061722	E89649 TD00	Bwr asked about a refund of pmts going back to jan of 2014. Adv once tpd is processed and loans are discharged, a refund was be sent by check via	061722

NSL000077

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 061722	E89649 TD00	usps, can also reach out to nelnet for updates.	061722
_ 061722	E89649 TK00	Borrower phone contact re: Reviewed Account	061722
_ 061722	E89649 TD00	IF QUAL FOR REFUND WILL BE SENT	061722
_ 061722	E89649 TD00	VERIFIED MAILING ADDRESS WAS CORRECT	061722
_ 070822	MODSTR GMR6	PSLF LWO EMAIL	070922
_ 071522	E76105 GL00	COLLATERAL SENT CHANGED FROM N TO Y	071522
_ 071522	E76105 GL00	PASS IND CHANGED FROM TO M	071522
_ 071522	E76105 GL00	SUBMIT INDICATOR CHANGED TO: Y	071522
		FOR CLM 01 LOANS 1.....	
_ 071522	E76105 GL00	CLAIM FILED GU-WI OWNER-833253 PG-SM TYPE-DIS	071522
		LOAN : 1.....	
		CCI TYP:DI,DLQ DT:CCYYMMDD ,CUREINTCAP: 0000.00	

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_\_

C926 S:53-cl-05200-MFH-V2 ID #:225 Document 30-4 Filed 08/01/23 Page 24 of 103 Page

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 071522	E76105 GL00	PRN CLM: 156512.79, IPTD: 05-07-2022	071522
		INTCLM:07-14-2022, 1529.77, UNPDCRINT: 0000.00	
_ 071522	E76105 GJ00	LN#: 1 UNPAID TRA BALANCES AT FILING:	071522
		CAP INTEREST: \$ 3416.44 ORIG FEES: \$ 0.00	
_ 071522	E76105 GL00	MANUAL ROUTE DELETED	071522
_ 071522	E76105 GL00	CLAIM ASSIGN ID CHANGED FROM FLE TO	071522
_ 071522	E76105 GLW9	DOCS SAVED TO BE MAILED W CLAIM PKG	071522
_ 071522	E76105 GLK4	CLAIM FILED PILOT	071522

NSL000078

\_ 071522 E71001 GL00 VERIFY IPT 071522  
\_ 072122 E20217 MA05 RCVD ACCEPTED CLAIM RESPONSE- FWDG COLLATERAL DOCS 072122  
\_ 072122 E20217 G334 FILING WITH A COPY OF PROM NOTE 072122

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 072122	E20217 GL00	LOANS 1 PNOTE TYPE:SM	072122
		SIGN DATE:01062005	
_ 072122	E20217 GL00	DISCLOSURE STMT SENT	072122
_ 072122	E20217 GL00	SENT ADDTNL DOCS: BKRT/DEATH/DIS	072122
		W/ A-REPORT TO GU	
_ 072522	E15959 G1F7	QC PROM NOTE PROCESS FOR CLAIM FILE	072522
_ 083122	SYSTEM GS00	CREDIT B RPT - MSC=13 FCRA DT=00000000 SPL CMT=	090322
		FOR LOAN(S) 01	
_ 090522	E51029 G369	SAS REPORT REVIEWED BY SPECIALTY TEAM	090522
_ 090522	E51029 GY6M	WORKED DISABILITY SAS REPORT	090522
_ 090522	E51029 GK24	SENT RESPONSE TO CUSTOMER	090522
_ 090522	E51029 L308	TOTAL & COND DISAB DISCHRG-EFF 07/01/02	E090522

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_\_\_\_ CLASS CD \_\_\_\_ LOANS SELECTED 1.....  
UNITY CD \_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 090522	E51029 GL00	09052022163344-PROCESSED VIA AUTOMATION ~ DIS SAS	090522
_ 090522	PwrLdr MDOC	MDOC ADDR=IN1P41e03e9235 LTR CD=GFB4	090622
_ 090622	MYL2 TW50	LOGIN SUCCESSFUL	090622
_ 090622	CISPRO C006	ADDRESS CHANGE	090622

NSL000079

\_ 091222 E51029 G369 SAS REPORT REVIEWED BY SPECIALTY TEAM 091222  
\_ 091222 E51029 GY6M WORKED DISABILITY SAS REPORT 091222  
\_ 091222 E51029 GK24 SENT RESPONSE TO CUSTOMER 091222  
\_ 091222 E51029 L308 TOTAL & COND DISAB DISCHRG-EFF 07/01/02 E091222  
\_ 091222 E51029 GL00 09122022075519-PROCESSED VIA AUTOMATION ~ DIS SAS 091222  
\_ 091222 PwrLdr MDOC MDOC ADDR=IN1P41e05b3163 LTR CD=GFB4 091422  
\_ 091322 MYL2 TW50 LOGIN SUCCESSFUL 091322  
\_ 091322 MYL2 GTB3 WEB CALLBACK LINK DISPLAYED TO USER 091322

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_ \_ \_ PG \_ OWN \_ ST \_ GU \_ LN \_ DT \_ \_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_ CLASS CD \_ \_ LOANS SELECTED 1.....  
UNITY CD \_ \_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 091322	MYL2	GMD2 COMMERCIAL MEDIA SERVER LINK SELECTED	091322
_ 091322	MYL2	TW50 LOGIN SUCCESSFUL	091322
_ 091322	MYL2	GMD2 COMMERCIAL MEDIA SERVER LINK SELECTED	091322
_ 102822	E19127	GLL8 DISCRG * LOAN(S) DISCHARGED DUE TO TPD	102822
_ 102822	E19127	GL00 102722 RCVD TPD FROM NELNET: RONALD AMBROSETTI DOB 063045 DISCRG	102822
_ 102822	E19127	GL00 DISCHARGED PIFG AS DIS	102822
_ 102822	E19127	GL00 BSA ID:16055 1028202271407 - PROCESSED BY PAC	102822
_ 122022	MODSTR	GVD5 X892 - TAX STMT WILL SOON BE AVAILABLE	122022
_ 122722	MYL2	TW50 LOGIN SUCCESSFUL	122722
_ 122722	MYL2	TX14 BORROWER REQUESTED TAX LETTER FROM WEB SITE	122722

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_ \_ \_ PG \_ OWN \_ ST \_ GU \_ LN \_ DT \_ \_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LETTER REQUEST \_ CLASS CD \_ \_ LOANS SELECTED 1.....  
UNITY CD \_ \_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _

\_ 122822 E15900 GH92 ACCT RECEIVED IN OCA FOR REVIEW AND RESPONSE 122822  
 \_ 122822 e72150 GK00 \*\*OCA received a letter from the customer's attorney, Donald J. Schmid, who is not listed as Information Eligible on the account. The attorney is  
 \_ 122822 e72150 GK00 s disputing that Navient hid the customer's eligibility for Total and Permanent Disability and states that the customer made several contacts with us  
 \_ 122822 e72150 GK00 s from 2013 forward to advise of their medical hardships. They believe the customer is due a refund of payments made from 2013 forward now that the  
 \_ 122822 e72150 GK00 y have been approved for Total and Permanent Disability discharge. 122822

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
 LETTER REQUEST \_\_\_\_\_ CLASS CD \_\_\_\_\_ LOANS SELECTED 1.....  
 UNITY CD \_\_\_\_\_

DATE	SOURCE	MESSAGE	PST/RESOLVE
011023	E18565		CONT _
_ 122822	E72150 GUB9	REC'D ACCOUNT, NO OUTREACH REQUIRED	122822
_ 122822	e72150 GK00	**OCA per guidance - no outreach yet to brw or non -IE	122822
_ 122822	e72150 GK00	**OCA -CORRECTION- attny complaint received by EVP Mark Heleen & EVP Tim Hynes	122822
_ 122822	E72150 TK00	Borrower research re: Reviewed Account	122822
_ 010323	e72150 GK00	**OCA still awaiting further guidance prior to outreach/response	010323
_ 010623	E15776 GH93	CBS: PENDING ACCOUNT, LITIGATION, CASE OUTSTANDING	010623
_ 010923	e72150 MDOC	MDOC ADDR=XX1Sc382e8fe7f LTR CD=MV40	011023
- 010923	e72150 MDOC	MDOC ADDR=XX1Sc382e8fe6b LTR CD=MV40	011023
- 011023	E15900 GRG8	ADDTL DOCUMENTS RECEIVED FOR CASE OPENED IN OCA	011023

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

CLASS-151-BORROWER CORRESPONDENCE HISTORY----- LSC/F 01/10/23

>NXT SCR 151 SSN \_\_\_\_\_ PG \_\_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_\_ LN \_\_\_\_\_ DT \_\_\_\_\_  
 SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
 NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST

LETTER REQUEST	CLASS CD	UNITY CD	MESSAGE	PST/RESOLVE
011023 E18565				CONT
011023 e72150 GK00			**OCA still awaiting further guidance prior to out reach/response	011023
011023 SYSTEM K190			1098-E	011023
011023 LSMB00 TX00			1098-E LTR SENT ON THIS ACCOUNT	011023
011023 e72150 GK00			**OCA per guidance received, OCA is not to respond // legal will provide response to complaint	011023
011023 E72150 GRG7			DISREGARD GH92 CORR; ENTERED IN ERROR	011023
011023 E72150 GK00			**OCA DUP COPIES OF ATTN COMPLAINT RECEIVED IN EN CORE - NAT, PER GUIDANCE RECEIVED LEGAL IS RESPONING	011023
011023 E72150 TK00			Borrower research re: Reviewed Account	011023

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
 SELECT AND PRESS ENTER TO DISPLAY DETAIL. PF5=IN MAIL(152). PF6=IN PHONE(153).  
 PF7=OUT MAIL/PH(154) PF8=CRIT CHG(155) PF2=TGL SRC.

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
032113	C50574	C151 EMAIL VALID FLAG CHANGED FROM: N TO Y
032113	C50574	C150 BOR EMAIL ADDR CHG: rambrosetti@sjfc.edu
032113	C50574	C525 BORROWER ALT PHONE/EXT CHANGED- 5853858116 TIMESTAMP USER
032113	C50574	C005 BORROWER PRIM PHONE NUM CHANGED- 5859670061 TIMESTAMP USER
032113	C50574	C005 BORROWER PRIM PHONE NUM CHANGED- 0000000000 TIMESTAMP USER
032113	C50574	C525 BORROWER ALT PHONE/EXT CHANGED- 0000000000 TIMESTAMP USER
032113	CISMYL	C005 BORROWER PRIM PHONE NUM CHANGED- 5043168856 TIMESTAMP USER

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154). ID #:221  
C926 S:53-CA-05200-MFH-V2 Document 30-4 Filed 08/10/13 Page 20 of 103 Page

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
032113	CISMYL	C527 BORROWER CELL PHONE CHANGED- 0000000000 TIMESTAMP USER

112214 CISMYL C006 ADDRESS CHANGE-5744 SUTTON PL  
NEW ORLEANS LA 701315419 TO

112214 CISMYL C005 BORROWER PRIM PHONE NUM CHANGED- 5043942308  
TIMESTAMP USER

112214 CISMYL C005 BORROWER PRIM PHONE NUM CHANGED- 7146740270  
TIMESTAMP USER

051215 CISCAL C150 BOR EMAIL ADDR CHG: RAMBROSETTI@OLHCC.EDU

051215 CISMYL C101 AUX PHONE 08 PHONE NUM CHGD 5854062958 TO 0000000000

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE SOURCE CRITICAL CHANGE-PREVIOUS VALUE  
051215 CISMYL C527 BORROWER CELL PHONE CHANGED- 0000000000  
TIMESTAMP USER

031316 NCOA C006 ADDRESS CHANGE-2613 MILL LN  
FULLERTON CA 928311046 TO

031917 NCOA C006 ADDRESS CHANGE-2721 TORREY PINE DR  
FULLERTON CA 928352847 TO

122317 CISSUB C527 BORROWER CELL PHONE CHANGED- 7143485377  
TIMESTAMP USER

ID #:228  
C926 5:53-CA-05220-MGH-V2 Document 30-4 Filed 08/01/13 Page 100 of 103 Page

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_ \_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....



DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
122317	CISSUB	C005 BORROWER PRIM PHONE NUM CHANGED- 5043168856 TIMESTAMP USER
122317	CISSUB	C005 BORROWER PRIM PHONE NUM CHANGED- TIMESTAMP USER
122317	CISSUB	C525 BORROWER ALT PHONE/EXT CHANGED- TIMESTAMP USER
122317	CISSUB	C101 AUX PHONE 01 PHONE NUM CHGD TO 7143485377 FULLERTON CA 928352847 TO
022318	US	C096 GUAR ID CHANGED FROM US298284141 TO 21248782516
022318	SYSTEM	C351 GUARANTEE DATE CHANGE FROM 0001-01-01 TO 2005-04-08
071018	SYSTEM	C101 7143485377 PHONE NUM CHGD TO TIMESTAMP USER
010319	S41033	C011 GUARANTOR CODE CHANGE-US

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_ \_ PG \_\_\_\_ OWN \_\_\_\_ ST \_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
021719	CISSUB	C101 AUX PHONE 01 PHONE NUM CHGD TO 7144582280 TIMESTAMP USER
021719	CISSUB	C101 AUX PHONE 02 PHONE NUM CHGD TO 7143485377 TIMESTAMP USER
021719	CISPRO	C006 ADDRESS CHANGE-2851 ROLLING HILLS DR SPC 75 FULLERTON CA 928352302 TO

090920 C52813 C004 PAYMENT DUE DAY CHANGE-Y  
090920 SYSTEM C080 CAP INT FREQ IND CHANGE SCR 128 - \*  
090920 C52813 C525 BORROWER ALT PHONE/EXT CHANGED- 5043168856  
TIMESTAMP USER

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23

>NXT SCR 155 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
090920	CISSUB	C525 BORROWER ALT PHONE/EXT CHANGED- TIMESTAMP USER
090920	CISSUB	C101 AUX PHONE 01 PHONE NUM CHGD 7144582280 TO TIMESTAMP USER
090920	C52813	C005 BORROWER PRIM PHONE NUM CHANGED- 7146740270 TIMESTAMP USER
090920	C52813	C005 BORROWER PRIM PHONE NUM CHANGED- TIMESTAMP USER
090920	C52813	C525 BORROWER ALT PHONE/EXT CHANGED- 7144582280 TIMESTAMP USER
091220	SYSTEM	C138 UNIQ-ID CHGD 00 TO

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_\_  
SSN [REDACTED] 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
092320	CISPRO	C006 ADDRESS CHANGE-4826 CLOVER CT PLAINFIELD IL 605868170 TO

100820	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
120720	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
020821	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
041221	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
060821	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
092821	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
110821	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
112921	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
120821	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY

PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).

CLASS-155-CRITICAL CHANGES DETAIL HISTORY----- LSC/F 01/10/23  
>NXT SCR 155 SSN \_\_\_\_\_ PG \_\_\_\_ OWN \_\_\_\_\_ ST \_\_\_\_\_ GU \_\_\_\_ LN \_\_\_\_ DT \_\_\_\_  
SSN █████ 7824 1 LOANS ALL PROG SM STATUS PIFG GUAR WI OWNER 833253  
NAME RONALD J AMBROSETTI OWNER NAV FFELP TRUST  
LOANS SELECTED 1.....

DATE	SOURCE	CRITICAL CHANGE-PREVIOUS VALUE
022822	E20739	C063 STATUS END DATE CHANGE-04/07/38
022822	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
050822	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
060822	SYSTEM	C080 CAP INT FREQ IND CHANGE SCR 128 - *
061722	CISSUB	C101 AUX PHONE 01 PHONE NUM CHGD TO 6066441949
		CAP INT FREQ IND CHANGE SCR 128 - *
090622	CISPRO	C006 ADDRESS CHANGE-25501 CAMINO LOS PAD# 01-317
		LAGUNA NIGUEL CA 926775853 TO

I001 PREVIOUS SCREEN PROCESSED SUCCESSFULLY  
PRESS PF5 TO DISPLAY BORR CORR(151). PF6=IN MAIL(152). PF7=IN PHONE(153).  
PF8=OUT MAIL/PHONE(154).